



COMPENDIUM OF COMMERCIAL INSTRUCTIONS

(Updated upto 31 st March, 2022)

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PREFACE

There are numerous issues that arise while dispensing our duties on daily basis and need to be resolved as per rules and regulations defined by the State Electricity Regulator (HERC) and Dakshin Haryana Bijli Vitran Nigam (DISCOM). Hence availability of important guidelines and instructions pertaining to commercial matters of DISCOM in a consolidated form is extremely vital for ensuing effective and transparent delivery of services to the electricity consumers of the State.

2. This Compendium attempts to bring collection of important commercial instructions issued from year 2001 onwards. All the officers of DISCOM and other stakeholders should go through this Compendium and they can refer the same as per their requirement.
3. Department of Power, Govt. Haryana acknowledges the contribution made by the concerned in facilitating the publication of this Compendium.

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PREFACE

It has been our endeavour to provide updated information on commercial instructions to our stakeholders. In pursuance of this objective, all our circulars are available on-line on the website www.dhbvn.org.in. However, need has been felt to make available these circulars in a manual compilation to facilitate Nigam employees & consumers at large. Accordingly, a Compendium of commercial instructions is being brought out incorporating commercial instructions from year 2001 to onwards.

2. I am happy to present the 1st issue of Compendium updated upto 31.03.2022. We do hope that Compendium would prove to be useful to all concerned. Suggestions for improvement in the format and content of this Compendium are welcome.

3. I would also like to place on record, appreciation of the efforts of the officers and staff, who worked hard to compile all the commercial instructions issued by the Department during this period. DHBVN reiterates its commitment to the objective of maximizing the welfare of all stakeholders.

P.C. Meena, IAS

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SECTION –I
Main HERC Regulations

1.1 Electricity supply code-2020

Electricity Supply Code - Regulation No. 29/2014 and amendment thereof (Sales Circular No. D- 07/2020 Dated: 28/03/2020).

Please refer to Sales Circular No. D-26/2016 vide which HERC (Electricity Supply Code) Regulation, 2014 (HERC 29/2014) as amended vide 1st Amendment dated 17thNov, 2014 and vide HERC order dated 16/12/2015 in case No. HERC/PRO-58 of 2014 was circulated for information and necessary compliance.

Now, HERC has affected 2nd Amendment to HERC (Electricity Supply Code) Regulations vide Notification dated 08/01/2020. Accordingly, Electricity Supply Code as amended vide 2nd amendment dated 08/01/2020 is enclosed for information and strict compliance.

(The Sales Circular No. D-26/2016 is superseded. Further, the Sales Circular No. D-27/2019 is amended to the extent please).

HARYANA ELECTRICITY REGULATORY COMMISSION

Notification

The 8th January, 2014

Electricity Supply Code

Regulation No. HERC/29/2014- In exercise of the powers conferred by Section 50 and clause (x) of sub-section (2) of Section 181 of the Electricity Act, 2003 (36 of 2003) (hereinafter referred to as 'the Act') and all other powers enabling it in this behalf, the Haryana Electricity Regulatory Commission hereby makes the following Regulations on Electricity Supply Code.

1. SHORT TITLE, COMMENCEMENT AND SCOPE EXTENT

- 1.1 These Regulations shall be called 'The Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2014'.
- 1.2 These Regulations shall come into force from the date of publication in the official Gazette of Haryana.
- 1.3 These Regulations shall be applicable to:
 - (1) all Distribution and Retail Supply licensees including deemed licensees and all consumers in the State of Haryana;
 - (2) all other persons who are exempted under Section 13 of the Act; and
 - (3) cases relating to unauthorized supply, unauthorized use, diversion and other means of unauthorized use/ abstraction of electricity.
- 1.4 These Regulations detail the obligations of the licensee and consumers vis-à-vis each other and specify the set of practices that shall be adopted by the licensee to provide efficient, cost-effective and consumer friendly service to the consumers. These specifically detail the following:
 - (1) The procedure for connection, disconnection, reconnection, assessment of load, changes in existing connections including load modifications, change of name and change of tariff category.
 - (2) Practices relating to consumer metering, billing and payment of bills.
 - (3) Theft and unauthorized use of Electricity.

2. DEFINITIONS AND INTERPRETATIONS

- 2.1 Words, terms and expressions defined in the Electricity Act, 2003, as amended from time to time and used in these Regulations, shall have and carry the same meaning as defined and assigned in the said Act.

All other expressions used herein but not specifically defined in these Regulations or in the Act but defined under the Haryana Electricity Reform Act, 1997 shall have the meaning assigned to them under the same Act, provided that such definitions in the Haryana Electricity Reform Act, 1997 are not inconsistent with the provisions of the Electricity Act, 2003.

2.2 In interpretation of these Regulations, unless the context otherwise requires:

- (1) Words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;
- (2) References to any statutes, regulations or guidelines shall be construed as including all statutory provisions consolidating, amending or replacing such statutes, Regulations or guidelines, as the case may be, referred to;
- (3) Terms "include" or "including" shall be deemed to be followed by "without limitation" or "but not limited to" regardless of whether such terms are followed by such phrases or words of like import.

2.3 In these Regulations, unless it is repugnant to the context:

- (1) "**Act**" means the Electricity Act, 2003 and subsequent amendments thereof;
- (2) "**Additional Surcharge**" means surcharge determined by the Commission under Section 42(4) of the Act;
- (3) "**Advance Consumption Deposit (ACD)**" means deposit as a security to cover the estimated power consumption charges for two billing cycles;
- (4) "**Agreement**" means an agreement specified in the conditions of supply and entered into by the licensee and consumer for the services including supply of electricity by the licensee to such consumer;
- (5) "**Appellate Authority**" means the authority prescribed under sub-section (1) of Section 127 of the Act;
- (6) "**Applicant**" means an owner or occupier of any land/premises who files an application with a licensee for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, disconnection or restoration of supply, or termination of agreement, as the case may be, in accordance with the provisions of the Act and the Codes, Rules and Regulations made there under or other services;
- (7) "**Application**" means an application form complete in all respects in the format in accordance with Regulation 18 hereinafter, along with documents showing payment of necessary charges and other compliances;
- (8) "**Area of supply**" means the area within which a licensee is authorized by his License to supply electricity;
- (9) "**Assessing Officer**" means an officer designated as Assessing Officer by the State Government of Haryana under provisions of Section 126 of the Act;
- (10) "**Authorized Officer**" means an officer designated as Authorized Officer by the Commission or the State Government, as the case may be, under provisions of Section 135 of the Act;
- (11) "**Authorized representative**" of any person/entity means all officers, staff, representatives or persons discharging functions under the general or specific authority of the person concerned /entity;

- (12) “**Billing cycle or billing period**” means the period for which regular electricity bills as specified by the Commission, are prepared for different categories of consumers by the licensee. This is the period between two consecutive meter reading dates.
- (13) “**Calendar year**” means the period from the first day of January of a year to the thirty first day of December, of the same year;
- (14) “**Check meter**” means a meter connected to the same core of the Current Transformer (CT) and Voltage Transformer (VT) to which main meter is connected. In case of low tension supply, check meter means a meter connected in series with the main meter;
- (15) “**Commission**” means the Haryana Electricity Regulatory Commission.
- (16) “**Conductor**” means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system;
- (17) “**Connected Load**” expressed in kW, means aggregate of the manufacturer’s rated capacities or in its absence assessed capacities of all energy consuming devices or apparatus connected with the Distribution licensee’s service line on the consumer’s premises which can be simultaneously used and shall be determined as per the procedure laid down in these Regulations.
- (18) “**Connection Point**” means a point at which the consumer’s installation and/or apparatus are connected to distribution licensee’s distribution system;
- (19) “**Consumer’s Installation**” means any composite portable or stationary electrical unit including electric wires, fittings, motors and apparatus erected and wired by or on behalf of the consumer at the consumer’s premises starting from the point of supply and includes apparatus that is available on his premises for being connected or envisaged to be connected to the installation but is for the time being not connected;
- (20) “**Consumer Premises**” means *land, building or structure or part or combination thereof in respect of which a separate meter or metering arrangements have been made by the licensee for supply of electricity and does not include the outside face of the boundary wall of the consumer premises.*
- (21) “**Consumption Charges**” means the consumption of electrical energy in KWh or KVAh multiplied by applicable energy charges including demand charges/fixed charges, fuel surcharge adjustment (FSA), peak load exemption charges, whichever applicable. These exclude all types of duties and taxes, service charges and rentals. Consumption charges may also be called the Sale of Power (SOP) charges.
- (22) “**Contract Demand**” means the maximum demand in kW or kVA (within a consumer’s sanctioned load) agreed to be supplied by the licensee and indicated in the agreement executed between the licensee and the consumer;
- (23) “**Cut-Out**” means any appliance or device for automatically interrupting the conduction of electricity through any conductor when the current rises above a pre-determined quantum and shall also include fusible devices;

- (24) “**Date of Commencement of Supply**” is the date when the licensee energizes the consumer installation by connecting to the distribution main;
- (25) “**Disconnection**” means the physical separation of consumer installation from the licensee’s system;
- (26) “**Distribution Main**” means the portion of any main with which a service line is, or is intended to be, immediately connected;
- (27) “**Earthed**” means connected with the general mass of earth in such manner as to ensure at all times an immediate discharge of electricity without danger;
- (28) “**Emergency Rostring**” means load shedding carried out by disconnecting at short notice or no notice for safety of personnel and equipment;
- (29) “**Extra High Voltage (EHV)**” means a voltage exceeding 33000 Volts;
- (30) “**Financial Year**” means the period beginning from first of April in a calendar year and ending with the thirty first of the March of the next calendar year;
- (31) “**Feeder**” means an electrical line emanating from a substation, to which a distribution substation or LT or HT consumers are connected;
- (32) “**Fixed Charges**” shall be as per the provisions of the prevailing tariff order issued for the licensee by the Commission;
- (33) “**High Tension (HT)**” means a supply at High Voltage or Extra High Voltage;
- (34) “**High Voltage (HV)**” means a voltage level above 650 Volts and up to 33000 Volts;
- (35) “**independent feeder**” means a feeder constructed at the cost of a consumer or a group of consumers and supplying electricity to only that consumer or group of consumers;
- (36) “**Interconnection**” shall have the same meaning as “connection point” as defined in Regulation 2.3 (18);
- (37) “**Licensed Electrical Contractor (LEC)**” means a contractor licensed under Regulation 29 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010;
- (38) “**Licensee**” or “**Distribution Licensee**” means a licensee authorized to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply and includes his authorized representative;
- (39) “**Low Tension (LT)**” means a supply at low voltage or medium voltage;
- (40) “**Low Voltage (LV)**” means a voltage that does not exceed 250 volts.
- (41) “**Maximum Demand**” means the highest load measured in average kVA or kW at the point of supply of a consumer during any continuous period of thirty minutes during the billing period;

- (42) “**Medium Voltage (MV)**” means a voltage above 250 volts and upto 650 volts.
- (43) “**Meter**” means an equipment used for measuring, indicating and recording quantities including energy in kWh or kVAh, maximum demand in kW or kVA, reactive energy in kVARh and accessories including Current Transformer (CT), Voltage Transformer (VT) / Potential Transformer (PT) / Capacitor Voltage Transformer (CVT), where used in conjunction with such meter. It shall also include necessary wiring, any seal or sealing arrangement and other measures provided by the licensee for sealing, reliability and for preventing theft/unauthorized use of electricity;
- Provided that “smart meter” means an alternating current static watt-hour meter with time of use registers, internal connect and disconnect switches with two way communication capability;*
- (44) “**Minimum Charge**” means the minimum monthly charges as approved by the Commission in the prevailing tariff order for the licensee;
- (45) “**Occupier**” means the owner or person in occupation of the premises where energy is used or proposed to be used;
- (46) “**Point of Supply**” means the point at the incoming terminals of switchgear installed by the consumer;
- (47) “**Power Factor**” is the cosine of the angle between the voltage and current vectors in an AC electrical circuit;
- (48) “**Sanctioned Load**” means the approved connected load in kW;
- (49) “**Security Deposit**” means deposit made by a consumer to cover the payment due to the licensee for electric meter and metering equipment that is to be provided by the licensee for supplying electricity to a premises and includes the advance consumption deposit;
- (50) “**Supplier**” means any entity authorized to supply electricity to a consumer under the provisions of the Act;
- (51) “**Surcharge**” means surcharge determined by the Commission under Section 39(2)(d)(ii), 40(c)(ii), and 42(2) of the Act;
- (52) “**Tariff**” means a schedule of prices or charges for supply of electrical energy and services as approved by the Commission, which are applicable to all such services provided to the consumers by the licensee;
- (53) “**User**” means any person having electrical interface with, or using the distribution system of the distribution licensee to whom these Regulations are applicable.
- (54) “**Wheeling Charges**” means charges for wheeling of electricity as determined by the Commission;

Note:- Any reference to Regulations without any qualification shall be construed as reference to these Regulations.

3. SYSTEM OF SUPPLY AND CLASSIFICATION OF CONSUMERS

3.1 System of Supply

Rated frequency of the alternating current system shall be 50 cycles per second. The voltage and frequency shall be kept within the range as specified in the relevant rules / Regulations made by the Govt. of India or the Central Electricity Authority from time to time.

3.2 Classification of Supply

- (a) Supply shall generally be given at the following voltages on the basis of contracted load:

Category	System of Supply
Low Tension	
Contracted load upto 5 kW	Single phase at 230 V
Contracted load above 5 kW and up to 50 kW	3 Phase 4 wire at 400 V
High Tension	
Contracted load exceeding 50 KW and up to 5000 kVA	3 Phase at 11 kV
Contracted load exceeding 2000 kVA and up to 25000 kVA	3 Phase at 33 kV
Contracted load exceeding 5000 kVA and up to 75000 kVA	3 Phase at 66 kV
Contracted load exceeding 25000 kVA and upto 100000 kVA	3 Phase at 132 kV
Contracted load exceeding 75000 kVA and upto 320000 kVA	3 Phase at 220 kV
Contracted load exceeding 320000 kVA	3 Phase at 400 kV

3.2.2 In case where supply, depending upon the technical conditions of the transmission/distribution system and / or the requirement of the consumer, has to be given at a voltage other than specified in Regulation 3.2.1/ approved plan, the licensee may accept the request of the applicant with the approval of the Commission.

Further, in case 33KV voltage level is not available in the area of supply than load above 5 MVA upto 8 MVA may be served through 11 KV feeder with appropriate type/size of conductor. Provided, the difference of cost of 33 KV substation at the consumer end along with its connectivity from the distribution / transmission licensee's substation including the bay and the actual cost of connection of 11 KV is borne by the consumer.

Provided further that, in case intermediate voltage level between 33 KV and 220 KV is not available in the area of supply of the licensee, the load upto 37.5 MVA may be served through 33 KV feeder with appropriate type/ size of conductor provided the difference of cost of substation as per Regulation 3.2.1 at the consumer end along with its connectivity from the distribution / transmission licensee's substation including the bay and the actual cost of connection on 33 KV is borne by the consumer.

Provided further that in case an existing consumer gets his contracted load reduced, he may be allowed to continue receiving supply at the same voltage unless he himself requests for supply at lower voltage subject to the condition that his reduced load is in High Tension category.

- 3.2.3 The existing LT connections having sanctioned load above 50 kW and up to 70 kW would continue to be categorized as LT connections till these are converted to HT connections.

3.3 Load Balancing

All HT consumers taking three-phase supply shall balance their load in such a way that the difference in loading between each phase does not exceed 5% of the average loading between the phases.

3.4 Classification of Consumers

The licensee shall classify the consumers into various tariff categories from time to time as approved by the Commission. No additional category other than those approved by the Commission shall be created by the licensee.

3.5 Charges for Supply

3.5.1 The distribution licensee shall recover the electricity charges for the electricity supplied to the consumer as per the tariff determined by the Commission from time to time in accordance with the provisions of the Act.

3.5.2 The consumer shall pay to the licensee within the time specified for the purpose under Regulation 6 after every billing cycle, charges for supply of electricity to the consumer during the billing cycle at the tariff in force.

3.5.3 Charges for supply of electricity shall be as per the tariff and other schedules approved by the Commission from time to time. These may include:-

- (1) Energy charges, fixed charges / demand charges, minimum monthly charges, peak load exemption charges, as applicable;
- (2) Fuel surcharge adjustment charges;
- (3) Statutory levies such as electricity duty, taxes or any other taxes/duties payable by the consumer as per law;
- (4) Wheeling charges and/or cross-subsidy surcharge and additional surcharge, if any, as determined by the Commission;
- (5) Rental, if any, towards meters and other electric plant & equipment of the licensee;
- (6) Miscellaneous charges such as penal charges for exceeding contract demand, late payment surcharge, and any other charges applicable;
- (7) Any other charges applicable;

3.5.4 The licensee shall display the tariff and other schedules on its website immediately after the Commission has approved these. The licensee shall also make available copies of such schedules to consumers at a reasonable price.

3.5.5 For the billing cycle in which the supply to a new consumer is commenced, the fixed charges / demand charges, minimum monthly charges, rentals and / or any other similar charges shall be levied pro-rata for the number of days for which supply is given during the billing cycle. In the cases where the tariff structure contains slabs, the consumer shall be allowed the benefit for the full energy under the relevant lower slab(s) without applying pro-rata principle.

3.5.6 Consumer shall pay on prorata basis in case any tariff / other charges are made applicable during a billing cycle.

4. PROCEDURE FOR RELEASE OF NEW CONNECTION AND MODIFICATION IN EXISTING CONNECTION

4.1 Licensee's obligation to supply

4.1.1 The licensee shall, on an application by the owner or occupier of any premises located in his area of supply, give supply of electricity to such premises within the time specified in these Regulations, provided:-

- (1) the supply of power is technically feasible. Where it is found not to be feasible, the licensee shall endeavor to improve feasibility at the earliest.
- (2) the applicant has observed the procedure and conditions as specified in these Regulations.

4.1.2 The system of supply and voltage shall depend on the category of the consumer and the load as per details given in Regulations 3.1 and 3.2, subject to provision under Regulation 3.2.2.

4.2 Licensee's obligation to strengthen / upgrade / augment the distribution system and the mode of recovery of the cost thereof

4.2.1 The licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply including the growth of such demand.

4.2.2 The licensee shall bear the cost for strengthening, augmentation and up-gradation of the system, to meet the demand of general areas, through its annual revenue requirements (ARR) and the licensee shall seek to recover these costs from the consumers by submitting appropriate tariff proposal before the Commission while submitting the ARR. However, for individual consumers, the provisions of Regulations 4.2.3 and 4.2.4 shall apply.

4.2.3 The cost of extension of distribution main and its up-gradation up to the point of supply for meeting demand of a consumer, whether new or existing, and any strengthening/augmentation/up-gradation in the system starting from the feeding substation for giving supply to that consumer, shall be payable by the consumer or any collective body of such consumers as per the Regulations framed by the Commission under Section 46 of the Act.

4.2.4 In case of a new connection, the consumer shall bear service connection charges, i.e. the cost of extension of service line from the distribution main to the point of supply.

4.2.5 The licensee shall prominently display on its website and in its offices, detailed procedure for grant of new connection and complete list of documents required to be furnished along with the application. Details of various charges / security amount to be deposited by the applicant, in accordance with the stipulation in these Regulations, shall also be displayed.

4.3 Conditions for Grant of Connection due to change of ownership / division/reconstruction of property.

4.3.1 Purchase of existing property

Where the applicant has purchased an existing property, whose supply has been disconnected, it shall be the applicant's duty to verify that the previous owner has paid all dues to the licensee and obtained a "no-dues certificate" from the licensee. In case such "no-dues certificate" has not been obtained by the previous owner, the applicant shall request the previous owner to obtain a no dues certificate from the licensee and handover the same to him. On

receipt of such request from the previous owner, the licensee shall either intimate in writing the dues outstanding on the premises, if any, or issue a "no-dues certificate" within thirty (30) days from date of receipt of request. If the licensee does not issue the no dues certificate or dispatch a letter intimating the dues to the previous owner within thirty (30) days of receipt of his request, the applicant shall be absolved of any liability on account of dues against the previous owner and the licensee shall have to seek legal recourse separately against the previous owner for recovery of such dues.

In case the licensee dispatches a letter intimating the dues to the previous owner within thirty (30) days of receipt of his request and in case these are not deposited by the previous owner, the applicant shall be liable to clear any dues against the previous owner before a new connection is released in his favour.

If however, subsequently at any stage, the audit points out any additional amount due on account of period of the previous owner, it shall be the liability of the new consumer to pay such amount.

4.3.2 Sub-divided property

Where a property has been sub-divided as per law, outstanding dues for consumption of energy on such undivided property, if any, shall be cleared by the consumer in whose name the connection existed prior to division of the property. A new connection to any portion of such sub-divided premises shall be given only after the outstanding dues, if any, attributed to such un-divided premises are duly paid by the consumer in whose name the connection existed prior to division of property or by any other person on his behalf.

4.3.3 Reconstruction of existing property

In case of demolition and reconstruction of the entire building, the existing consumer installation shall be surrendered, meter and service line shall be removed and the agreement shall be terminated. The security deposit of the consumer shall be duly returned by the licensee in accordance with Regulation 4.15.4 (4). A new connection shall be taken for the reconstructed building after clearing all dues on the old connection. Temporary power supply connection shall be allowed for construction purpose in such cases.

4.4 Procedure for providing New Electricity Connection

4.4.1 Application for new connection

- (1) The applicant shall apply for release of new connection in the prescribed application form.
- (2) Application forms shall be available at the local office of the licensee on payment of prescribed charges.
- (3) The licensee shall also put up all application forms on its website for free download. The licensee shall also display in each office, the address and telephone numbers of offices in the respective area of supply where filled-up application forms pertaining to that particular area can be submitted. Any assistance or information required in filling up the form shall be provided free of cost to applicants at the local office of the licensee.
- (4) The licensee shall also provide alternative avenues for applying for new connection or modification in existing connection through website, customer care centers and other technological means, which minimize the applicant's interface with the licensee during the process.

- (5) Application form for new connection must be accompanied with a photograph of the applicant, identity proof of the applicant, proof of applicant's ownership or legal occupancy over the premises for which new connection is being sought, proof of applicant's current address and the no dues certificate mentioned in Regulation 4.3.1 or in its absence undertaking to pay outstanding dues of the previous owner and in specific cases, certain other documents as detailed in Regulations 4.4.1 (7) to 4.4.1 (11).
- (6) Processing fee (non - refundable), as per rates prescribed under Haryana Electricity Regulatory Commission (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply & Power to require security) Regulations 2005, shall be paid by the applicant while applying for a new connection.
- (7) Any one of the following documents shall be considered as acceptable proof of identity:
- (a) If the applicant is an individual:
 - (i) Electoral identity card;
 - (ii) Passport;
 - (iii) Driving license;
 - (iv) Ration card;
 - (v) Photo identity card issued by a Government agency;
 - (vi) PAN card;
 - (vii) Aadhaar Card
 - (b) If the applicant is a company, trust, educational institution, government department, the application form shall be signed by an authorized person along with a relevant resolution/ authority letter of the company / institution concerned. In case of a registered company, all the Directors shall be jointly and severally liable.
- (8) Any one of the following documents shall be considered as acceptable proof of ownership or occupancy of premises:
- a) In case of Agriculture supply connection:
A copy of khasra, girdawari / jamabandi in the name of the applicant.
 - b) For all other connections:
 - (i) Copy of sale deed / allotment letter or lease deed or rent deed in the name of the applicant; *Provided that in case of change of ownership due to execution of sale deed/re-allotment letter and/or executing fresh lease, deed or rent deed, copy of such amended document shall be submitted to the Licensee within one month of such modification*
 - (ii) Registered General Power of Attorney from the owner in favour of the applicant alongwith (i) above;
 - (iii) Property tax receipt or tax demand notice as proof of ownership and rent deed or any other legal proof of being a tenant and paying rent as proof of occupancy;
- If there is no document as listed above with the applicant, then the licensee's official shall visit the site of connection and confirm regarding the proof of legal occupancy of the applicant

through other means including municipal committee water/sewerage bill or statement of neighbours.

- (9) All communications shall be sent at the address where the connection has been released. However, till release of connection, communication may be sent at the address provided by the applicant for this purpose.
- (10) In case of a partnership firm, the applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the application form and agreement.
- (11) In case of Public and/or Private limited Company, the applicant shall furnish the Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the form of resolution of Board of Directors in the name of the applicant for signing the application form and agreement. Such connection shall be released in the registered name of the company.

4.4.2 Processing of Applications

- (1) For all applications pertaining to release of new electricity connections, the licensee shall check the application along with the enclosed documents and if found deficient, shall inform the applicant of the same either at the time of receipt of application or within 2 days from the date of receipt of application. If the application is complete, the licensee shall acknowledge its receipt.
- (2) An application shall be deemed to be received on the date of receipt of consumer's request for electricity connection in the prescribed application form, complete in all respects including all the required documents and having deposited all applicable charges.
- (3) The licensee shall maintain a permanent record of all applications received in a Service Register/Database. Each application shall be allotted a permanent application number (for identification) serially in the order in which it was received. Separate registers/databases for different categories of consumers shall be maintained. The licensee shall keep the registers/databases updated with stage-wise status of disposal of each application. The updated status of applications received for new connections shall be displayed on the licensee's website and the notice board kept at the local office of the licensee, to be updated on first and sixteenth day of each month.
- (4) The licensee shall deal with applications in each tariff category on the broad principle of "first come, first served" basis as per serial priority in the Service Register/Database. The updated status of connections released and proposed to be released in the next fortnight shall be displayed on the licensee's website and the notice board kept at the local office of the licensee, to be updated on first and sixteenth day of each month.
- (5) The licensee shall, after receipt of application, stipulate a date for inspection of applicant's premises in mutual consultation with the applicant. The date of inspection shall be scheduled within a week from the date of receipt of application.
- (6) During the inspection of the premises, the licensee shall:
 - (a) Fix the point of supply and the place where the meter and other equipment shall be installed, in consultation with the consumer.

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

- (b) Correct the full address and mention the landmarks near the premises if required, and note down the pole number from where service connection is proposed to be given.

4.4.3 Issue of demand notice

- (1) If on inspection it is found that it is technically feasible (including the clearance from the transmission licensee, if required) to release the connection, the licensee shall sanction the load determined in accordance with Annexure-I to these Regulations or the load applied for, whichever is higher, and issue a demand notice in writing under acknowledgment within the timeline specified below.

Timeline for issue of Demand Notice

Particulars	Number of days from the date of inspection of premises
Cases where extension of distribution mains not required	Within 7 days
Cases where extension of distribution mains / system required	
(1) In case of LT connections	Within 7 days
(2) In case of HT connections <ul style="list-style-type: none"> a) 11 KV supply b) 33 KV supply c) Above 33 KV supply 	<ul style="list-style-type: none"> a) Within 14 days b) Within 20 days c) Within 25 days

- (2) The demand notice shall include the following details:

(a) Details of the works (including service line) from the nearest point of the Licensees' distribution system (appropriate feeder/Sub-station in case of supply is to be provided through Independent feeder) to be undertaken for providing electric supply.

- (b) Charges to be paid in case the work is to be carried out by the licensee.
- (c) In case the applicant opts to carry out the work at his own cost, he shall get the same carried out through a Licensed Electrical Contractor and pay supervision charges to the licensee. In such case the consumer himself shall procure the material and equipment. The material and equipment shall conform to relevant BIS specifications or its international equivalent and should bear the ISI mark or its successor mark as provided by BIS, wherever applicable. The material procured and the design of the installation shall also conform to the standards and specifications of the distribution/transmission licensee.

Note:- *In case of LT connections (other than domestic supply connections), where the transformer has been installed by the consumer and is exclusively for his supply, the transformer if and when required to be replaced/repaired for any reason including theft, shall be so replaced/repaired by sharing 20% of the cost by the consumer and 80% by the licensee except when*

the damage is due to natural events including cyclone, floods, storms or other occurrences beyond consumer's control, in which case the licensee shall bear the entire cost of repair/replacement.

Provided that if the applicant chooses to get the work done at his cost, the licensee shall charge only supervision charges at the rate of 1.5% of the estimated cost of such works as are to be finally handed over to the distribution/transmission licensee or as approved by the Commission.

Provided further that if the applicant chooses to get the work done on his own, he shall get the work done within the timeframe specified under Regulations 4.4.6 and 4.4.7, subject to proviso under Regulations 4.4.4 (5) and 4.4.7, failing which the licensee may, on giving 15 days' notice, treat the application for supply as cancelled.

- (d) The amount of security which includes advance consumption deposit as per rates specified by the Commission from time to time.
 - (e) Requirement of wiring contractor's test report as required under Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010.
 - (f) Details of agreements to be executed.
 - (g) An intimation to the applicant that if the compliance of the demand notice is not done by the applicant, within the time specified or extended under Regulation 4.15.2, the demand notice and the application shall lapse.
- (3) The validity period of demand notices for various categories of applicants shall be as mentioned as under Regulation 4.15.2. The licensee's obligation to energize the connection shall arise only after receipt of full payment and all required documents.
- (4) Any excess/deficient payment made by the consumer shall be adjusted in the first two bills.

4.4.4 Inspection and testing of consumer's installation

- (1) On receipt of charges, security and documents as per the demand notice, the licensee shall either test the installation himself or accept the test results submitted by the consumer when the same has been duly signed by the Licensed Electrical Contractor, as required under Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010. The licensee shall maintain a record of test results obtained at each supply point to a consumer.
- (2) If as a result of such inspection and test, the licensee is satisfied that the installation is likely to be dangerous, he shall serve on the applicant a notice in writing requiring him to make such modifications as are necessary to render the installation safe and may refuse to connect or reconnect the supply until the required modifications have been completed.
- (3) Approval by Electrical Inspector: Voltage above which electrical installations will be required to be inspected by the Electrical Inspector before commencement of supply or recommencement after shutdown for six months and above shall be as per the notification issued by the State Government, under sub-section (1) of Section-162 of the Act.

The Electrical Inspector shall carry out the inspection and testing of the electrical installations before commencement of supply or recommencement after shutdown for six months as per provision under the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010.

- (4) The applicant or his authorized representative shall be present during testing by the licensee along with the Licensed Electrical Contractor or his authorized representative who had undertaken the installation.
- (5) The licensee shall ensure that the inspection and testing of the consumer's installation is carried out by the licensee within 5 days in case of Low Tension supply, 15 days in case of 11 KV supply, 20 days in case of 33 KV supply and 25 days in case of supply above 33 KV from the date of the receipt of charges, security and documents as per the demand notice.

In case the Electrical Inspector takes longer time than the time limits given above for inspection and testing, the overall time limits shall be deemed to be extended to the extent of such additional time.

Provided that the time taken by the applicant in getting removed the defects / deficiencies found in his electrical installation shall not be included in time line specified above.

- 4.4.5 The Licensee shall issue the service connection order (SCO) within 5 days in case of Low Tension supply, 11 KV supply and 33 KV supply and within 10 days in case of supply above 33 KV, from the date of receipt of the inspection and testing report.
- 4.4.6 The licensee / applicant, as the case may be, shall complete the work required for providing electric supply within 10 days in case of Low Tension supply, 30 days in case of 11 KV supply, 45 days in case of 33 KV supply and 100 days in case of supply above 33 KV, from the date of issue of service connection order.
- 4.4.7 The licensee shall, thereafter, release the connection within 3 days in case of Low Tension supply and 7 days in case of High Tension supply.

- 4.4.7 The timeline for different activities mentioned under Regulations 4.4.3 to 4.4.6, for different voltage level consumers, are tabulated hereunder:-

Sr. No	Regulation	Activity	Time Allowed (in days) for connections on			
			LT	11 KV	33 KV	Above 33 KV
1	4.4.3 (1)	To issue the demand notice.	7	14	20	25
2	4.4.3 (3)	Time limit for complying with the demand notice by the applicant.	As prescribed under Regulation 4.15.2			
3	4.4.4 (5)	To carry out inspection & testing of consumer's installation by the licensee.	05	15	20	25
4	4.4.5	To issue service connection order.	05	05	05	10
5	4.4.6	Time limit for licensee /applicant to complete the work required for providing electric supply.	10	30	45	100
6	4.4.6	Time limit for release of connection to the applicant after completion of the work.	3	7	7	7

Note:- (i) As given under proviso of Regulation 4.4.4 (5), the time limit may get modified to the extent extra time is taken by the Electrical Inspector in inspection and testing of the consumer installation.

(ii) In case, where the applicant fails to complete the work referred in Regulation 4.4.6 within the prescribed period, connection may be released earlier to the next junior applicant(s), whose work has been already completed by the licensee/applicant.

Provided that where the licensee feels that for reasons beyond its control, the work is not likely to be completed within the given time limits, then the licensee shall:-

(1) If the delay is upto 15 days from the stated time, inform the Commission giving reasons for the delay.

(2) If the delay is expected to be more than 15 days from the time limit, seek prior approval of the Commission at least 15 days before the expiry of the above stated time limits.

4.4.8 It shall be the responsibility of the licensee to have necessary arrangements with the respective transmission licensee(s) to ensure that the required supply at High Tension above 33 KV is made available within the time frame specified under Regulation 4.4.7 above.

4.4.9 The licensee shall not be held responsible for the delay in giving supply if the same is on account of problems relating to statutory clearances, right of way, acquisition of land, or the delay in approval by Chief Electrical Inspector for High Tension installations, provided that the licensee has taken steps to give information for seeking approval, as the case may be, for such delay as given in last proviso under Regulation 4.4.7 above.

4.4.10 Nothing contained under Regulation 4 shall be taken as requiring a distribution licensee to give supply of electricity to any premises if he is prevented from so doing by cyclone, floods, storms or other occurrences beyond his control as per Section - 44 of the Act.

4.4.11 In case where a residential area has not been electrified earlier, the licensee if it cannot conveniently extend the electrification to such area, it shall give supply of electricity to such applicants from that area after the said area is included for electrification under any programme of electrification of habitations covered in the investment plan approved by the Commission. The supply shall be extended within the time frame specified in such investment plan approved by the Commission.

4.4.12 The duty to supply on request shall be subject to restriction provided under Section 43 (2) of the Act.

4.5 Procedure for Providing Temporary Supply

4.5.1 Temporary supply shall be given for short-term requirements including construction, dewatering, marriages, religious functions, cultural functions, exhibitions, touring cinemas, theatres and circuses, provided that the said activity/premises is duly authorized by the competent authority, wherever required.

4.5.2 Temporary supply connection shall be granted for a period of up to 3 months at a time, which can be further extended depending upon the requirement. For extension of the period of temporary supply, the procedure detailed in Regulation 4.5.12 shall be applicable.

Provided that in case of construction of buildings (both residential and non-residential), where it would take longer time for completion

of the same or other such projects, the temporary supply connection shall be given for a period as under:

For construction of buildings = Two years

For other projects = One year

The above period shall be extended by six months at a time on the request of the developer if the project/building is not completed by that time.

Provided further that when any part of the building / project has been effectively completed and possession offered to a prospective occupant, then the developer/occupant of such building/portion shall apply for a permanent connection to the licensee within one month from the date of such effective completion/offer of possession. The temporary connection shall be removed three months after the date of such effective completion / offer of possession.

4.5.3 For LT connections, temporary connection may be granted through prepaid meters wherever technically feasible.

4.5.4 The applicant shall apply for temporary supply in the prescribed format along with the documents prescribed in Regulations 4.4.1 (7) to 4.4.1 (11) as well as the authorization from the competent authority, wherever required.

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

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

4.5.5 The licensee shall process the application mutatis mutandis as per the procedure given in Regulation 4.4.2.

4.5.6 The licensee shall inspect the applicant's premises and examine the technical feasibility of the connection applied for. If the connection is not found technically feasible, the licensee shall inform the applicant in writing within 7 working days for LT and 15 working days for HT connections after receipt of application, giving reason(s) for the same. However, no connection upto 20 KW for domestic supply and upto 10 KW in other cases, shall be refused on technical grounds.

4.5.7 If on inspection/re-inspection the connection is found feasible, the licensee shall sanction the load applied for and issue a demand notice in accordance with Regulation 4.4.3, inclusive of an estimate of advance consumption charges for electricity, within the timeline specified therein.

4.5.8 On receipt of charges, security and documents as per the demand notice, the inspection and testing of the applicant's installation shall be carried out by the licensee in accordance with Regulations 4.4.4 (1) to 4.4.4 (3).

4.5.9 The applicant or his authorized representative shall be present during testing along with the Licensed Electrical Contractor or his authorized representative who had undertaken the installation.

4.5.10 After deposit of estimated cost and advance consumption charges for temporary electricity connection by the applicant, and satisfactory testing of the consumer installation, the temporary connection shall be released by the date of requirement as indicated in the application form, or as per the timeline given below, whichever is later.

Timeline for release of temporary connection

Release of temporary connection	Time Line
Where supply can be provided from existing network	5 Days
Where supply can be provided after extension / augmentation of network	
1) LT supply	30 days
2) HT supply	
a) Upto 33 KV	90 days
b) Above 33 KV	180 days

4.5.11 If there are outstanding dues against the applicant or the premises where temporary connection is required, temporary connection shall not be given till such dues are paid by the applicant.

4.5.12 For extension of the period of temporary supply, the consumer shall apply to the licensee in writing at least 7 working days before the date of expiry of temporary supply. The licensee may grant extension within 7 working days of receiving the written request.

4.5.13 After the period of temporary supply is over and supply has been disconnected, the licensee shall prepare the final bill on the basis of actual consumption. Advance consumption deposit, after adjusting unpaid dues, shall be refunded by the licensee. Material security shall also be refunded after deducting any damage to material (meter, transformer, isolator etc) and dismantling charges. Refund of these securities shall be made within 30 days from the date of disconnection, failing which the licensee shall be liable to pay interest equivalent to the State Bank of India base rate as on the 1st of April of the financial year.

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

4.6 Procedure for Modification / Change in Existing Connection

4.6.1 Application

- (1) The applicant shall apply for modification/change in the existing connection in the prescribed form, on account of the following:
 - (a) Change in name of registered consumer due to change in ownership/occupancy.
 - (b) Conversion of services / re-classification of consumer category / shifting of meter or service connection in the same premises.
 - (c) Load enhancement/reduction.
- (2) Application forms shall be available at the local office of the licensee on payment of prescribed charges.
- (3) The licensee shall also provide alternative avenues for applying for modification in existing connection through website, customer care centers and other technological means, which minimize the applicant's interface with the licensee during the process.
- (4) Application forms for modification/change in existing connection must be accompanied with a photograph of the applicant, identity proof of the applicant, proof of applicant's ownership or legal occupancy over the premises for which change in connection is being sought, proof of applicant's current address and the no dues certificate mentioned in Regulation 4.3.1 or in its absence undertaking to pay outstanding dues of the previous owner and in specific cases,

certain other documents as detailed in Regulations 4.4.1 (7) to 4.4.1 (11)

4.6.2 Processing of Applications

- (1) The licensee shall verify the application along with required documents and if found deficient, shall inform the applicant of the same either at the time of receipt of application or within two (2) working days from the date of receipt of application. If the application is complete, the licensee shall acknowledge its receipt.
- (2) An application shall be deemed to be received on the date of receipt of consumer's request for electricity connection in the prescribed application form, complete in all respects including all the required documents and having deposited all applicable charges.
- (3) The licensee shall maintain a permanent record of all applications received in a Service Register/Database. Each application shall be allotted a permanent application number (for identification) serially in the order in which it was received. The licensee shall keep the registers/databases updated with stage-wise status of disposal of each application. The updated status of applications received shall be displayed on the licensee's website and the notice board kept at the local office of the licensee, to be updated on first and sixteenth day of each month.
- (4) In all cases of modification/change in existing connection, a new account number shall be allotted except in case of a request for change in load where the consumer remains in the same tariff category after the change.

4.7 Change in name of registered consumer due to change in ownership/occupancy

- 4.7.1 A connection may be transferred in the name of another person upon death of the consumer or in case of transfer of the ownership or occupancy of the premises, upon filing an application in the prescribed form.

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

- 4.7.2 (1) The applicant shall apply for change of consumer's name in the prescribed form, along with a copy of the latest bill duly paid. The request for transfer of connection shall not be accepted unless all dues recoverable against the concerned connection are settled. The application shall be accepted on submitting proof of ownership/occupancy of property. The licensee shall process the application in accordance with Regulation 4.6.2.

Provided that in case of change of connection on account of sale or lease of property, the provision contained under Regulation 4.3.1 shall apply.

Provided further that an undertaking shall be obtained from the applicant at the time of applying for change in name to the fact that it shall be the applicant's liability to pay any arrears of electricity towards the previous owner, existing or detected at later date due to audit of accounts.

- (2) In case of tenancy, no change in connection shall be allowed till the arrears and advance consumption deposit are cleared by the applicant.
- (3) Change of consumer's name shall be effected within two billing cycles after acceptance of application.

4.7.3 The licensee shall deal with applications relating to transfer of connection in the name of legal heir in accordance with the procedure detailed below:

- (1) The applicant shall apply for change of consumer's name in the prescribed form, along with a copy of the latest bill duly paid. The application shall be accepted on submitting the registered will/deed, succession/legal heir certificate, mutation in municipal/land records or any other proof of legal heirship. The licensee shall process the application in accordance with Regulation 4.6.2.
- (2) No change of consumer's name shall be allowed till all the amounts due and in arrears including enhanced advance consumption deposit, if any, are cleared by the applicant. The provision as contained under Regulation 4.3.1 shall also apply.
- (3) The change of consumer's name shall be effected within two billing cycles after acceptance of application.
- (4) *In case, legal heir fails to process his/her application for change of name with the distribution licensee within a period of one year or six months from the notification of these Regulations, penalty amounting to Rs. 100/- per month subject to maximum of Rs. 1,000/- thereafter may be imposed for such default.*

4.8 Conversion of Services (HT to LT or vice versa, Single Phase to Three Phase or vice versa) without increase in sanctioned load.

- 4.8.1 The applicant shall apply for conversion of the nature of his existing connection in the prescribed form. The licensee shall process the application in accordance with Regulation 4.6.2. For site inspection and issuance of demand notice for the estimated cost of works, both the licensee and applicant shall follow the procedure and timeline as laid down in Regulations 4.4.2 (5) to 4.4.5. After payment of requisite charges by the applicant and issuance of inspection and testing report, the licensee shall give effect to the application for conversion of existing services from Low Tension to High Tension or vice-versa, and from single-phase to three-phase or vice-versa, within the time limits mentioned under Regulation 4.4.7 subject to provisions mentioned under Regulations 4.4.8 to 4.4.10.
- 4.8.2 The licensee shall, whenever the above schedule cannot be met, take action as per proviso under Regulation 4.4.7.
- 4.8.3 Extension/ increase in sanctioned load shall require the procedure as of a new connection as mentioned under Regulation 4.4.

4.9 Clubbing of loads in the same premises

- 4.9.1 Where there is a request for merger of two connections in the same premises, the lower capacity connection shall be disconnected and the capacity of the second connection shall be raised to the level of total load of both the connections. In such case the advance consumption deposit of the disconnected supply shall be adjusted and any additional advance consumption deposit, if required, shall be recovered.
- 4.9.2 If such up-gradation of one connection is not technically feasible, then both the connections shall be disconnected and a third connection shall be given treating it as a new connection.
- 4.9.3 In both the cases, any expenditure to be incurred by the licensee shall be borne by the applicant.

4.10 Shifting of Meter / Existing Connection

4.10.1 The applicant shall apply for shifting of the meter / service line in the existing premises in the prescribed form. The licensee shall process the application in accordance with Regulation 4.6.2. For site inspection and issuance of demand notice for the estimated cost of works, both the licensee and applicant shall follow the procedure and timeline as laid down in Regulations 4.4.2 (5) to 4.4.5.

4.10.2 The following time schedule shall be observed for completing the works from the date of payment of charges and issuance of inspection and testing report.

- (1) Shifting of meter/service line: 7 days
- (2) Shifting of LT/HT lines: 20 days
- (3) Shifting of transformer: 30 days

4.11 Reclassification of Consumer Category

4.11.1 If it is found that a consumer has been wrongly classified in a particular category, the licensee may consider reclassifying the consumer under appropriate category. The consumer shall be informed of the proposed reclassification through a notice asking him to file objections, if any, within 30 days. The licensee after due consideration of the consumer's reply, if any, may alter the classification.

4.11.2 If a consumer wishes to change his consumer category, he shall submit an application to the licensee in the prescribed form. The licensee shall process the application in accordance with Regulation 4.6.2. For site inspection and issuance of demand notice for such change and for the cost and charges, if any, both the licensee and applicant shall follow the procedure and timelines as laid down in Regulations 4.4.2 (5) to 4.4.5. The licensee shall also note down the meter reading at the time of inspection. If on inspection the consumer's request for reclassification is found valid, change of category shall be effective from the date of inspection and a written acknowledgment shall be sent to the consumer.

4.11.3 If the licensee does not find the request for reclassification valid, it shall inform the applicant in writing, giving reason(s) for the same, within 10 days from the date of inspection.

4.11.4 For the period in which the consumer's application for reclassification is pending, the consumer shall not be liable for any action on grounds of unauthorized use of electricity. The tariff for this period will be of new category.

4.11.5 In case of any dispute, the matter shall be referred to the Consumer Grievance Redressal Forum.

4.12 Load Enhancement

4.12.1 The applicant shall apply for load enhancement to the licensee in the prescribed format alongwith the following documents.

- (1) Details of alteration/modification/addition of electrical installation with work completion certificate and test report from a Licensed Electrical Contractor.
- (2) Reason(s) for enhancement of sanctioned load/contract demand.

The licensee shall process the application in accordance with Regulation 4.6.2. For site inspection and issuance of demand notice for such change and for the cost and charges, if any, both

the licensee and applicant shall follow the procedure and timeline as laid down in Regulations 4.4.2 (5) to 4.4.5.

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

- (1) The voltage at which the enhanced load can be given supply
- (2) Addition or alterations, if any, required to be made to the system and the cost to be borne by the consumer;
- (3) Amount of additional security deposit, cost of additional infrastructure and the system strengthening charges or capacity building charges, if any, to be deposited; and
- (4) Change in classification of the consumer category and applicability of tariff, if required.

4.12.3 The application for enhancement of load shall not be accepted if the consumer is in arrears of payment of the licensee's dues. However, the application may be accepted if such payment of arrears has been stayed by a Court of law or the authority competent to do so.

4.12.4 If the demand notice is accepted by the consumer, then he shall:

- (1) Pay the cost and charges as per the demand notice within the time limit specified in the demand notice.
- (2) Execute a revised Agreement.

4.12.5 Supply to enhanced load shall be provided as per the timeline specified in Regulation 4.4.7.

4.13 Load Reduction

4.13.1 The applicant shall apply for load reduction to the licensee in the prescribed format alongwith the following documents.

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

4.13.2 The licensee shall process the application in accordance with Regulation 4.6.2. For site inspection, both the licensee and applicant shall follow the procedure and timeline as laid down in Regulations 4.4.2 (5) to 4.4.2 (6).

4.13.3 The licensee shall consider the grounds stated in the application for reduction of load, verify the same during inspection and decide the application within a period of 10 working days from inspection.

4.13.4 If the licensee sanctions the reduced load he shall issue a demand notice to the consumer indicating the cost and charges to be paid, if any, in accordance with the timeline specified in Regulation 4.4.3 and thereafter both the licensee and applicant shall follow the procedure and timelines as laid down in Regulations 4.4.3 (2) to 4.4.6.

4.13.5 Supply of reduced load shall be provided as per the timeline specified under Regulation 4.4.7.

4.14 Execution of Agreement

4.14.1 The licensee shall ask the applicant to execute an agreement for obtaining new connection, for change of name, and for enhancement

or reduction of sanctioned load/contract demand before commencement of supply.

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

4.14.3 The agreement shall include the following:

- (1) Name and address of the consumer/applicant;
- (2) Address of the premises for which electricity supply has been requisitioned and for which the agreement is being executed;
- (3) Load applied/sanctioned load/ contract demand;
- (4) Purpose of usage of electricity;
- (5) Declaration by the applicant/consumer including the following.
 - (i) To abide by provisions of the Act and these Regulations.
 - (ii) To pay for the supply of electricity based on the prevailing tariff rates;
 - (iii) To pay for all other charges payable in accordance with these Regulations and the Schedule of Miscellaneous Charges of the licensee approved by the Commission from time to time;
 - (iv) To deposit such security money as the licensee may be entitled to recover from him under the Act and these Regulations.
- (6) The agreement in the prescribed format shall be exercised on non judicial stamp paper of value as prescribed by law for such agreement.

4.14.4 A copy of the agreement executed shall be given to the consumer/applicant.

4.15 General Conditions of Supply

4.15.1 Connected Load

The method of determination of connected load is given in Annexure - I to these Regulations.

4.15.2 Demand Notice

- 1) The demand notices would be issued by the licensee as per the seniority list of the applicants maintained by the licensee for different categories of consumers. Separate seniority list would be maintained for each category of connections.
- 2) The demand notice shall be prepared as per the provisions of these Regulations and on the basis of charges approved by the Commission from time to time. The demand notice, once issued for an applicant, shall be valid for two months in case of LT connections and three months in case of HT connections and AP connections.
- 3) Extension in validity period of a demand notice shall be accorded if the applicant applies for extension in validity before expiry of the due date. The licensee shall accord extension in validity period of a demand notice after charging the fee as detailed below.

a) In case of LT connections			
i)	For extension upto three months	=	100 per kW of load applied
ii)	For extension beyond three months for further three months	=	200 per kW of load applied
b) In case of HT connections			
i)	For extension upto three months	=	200 per kVA of load applied subject to a maximum of One lac
ii)	For extension beyond three months for further three months	=	200 per kVA of load applied subject to a maximum of Two lac

The extension in validity period of the demand notice shall be accorded by the same authority as is competent for issue of demand notice.

- 4) At a given time, the demand notice shall be issued based upon the spare capacity available at feeding substation from which a particular connection is to be given supply and the material available with the licensee. The additional capacity in the offing and expected to be added during the validity of the demand notices shall be accounted for while issuing the demand notices.

Provided that the demand notice for a load upto 20 KW for domestic supply connections and upto 10 KW in other cases, shall invariably be issued on turn of the applicant.

- 5) In cases, where there is capacity constraint and the connection cannot be released immediately, the applicant would be suitably informed and asked to wait till such time the capacity to meet with his load demand is available with the licensee. The period by which the demand notice is likely to be issued shall also be informed to the applicant.

Provided that the details of such applicants including place of connection, load applied for and constraint for issue of demand notice, likely date by which demand notice shall be issued, shall be put on the website of the licensee and shall be removed only after the demand notice has been issued to the applicant.

- 6) As per seniority list of a particular category of connections, if the demand notice of an applicant cannot be released owing to capacity constraint at the feeding station but connection to applicant(s) junior to him can be released because of feeding source being different and where spare capacity is available, the demand notice(s) to such applicant(s) shall be issued under proper intimation to such senior applicant. As soon as the capacity constraint is removed, such senior applicant shall be placed above any other applicant(s).
- 7) After issue of demand notices, the seniority list of applicants in each category of connections would be prepared in the order in which the complete documents / charges as mentioned in the demand notices are received by the licensee.
- 8) In cases, where an applicant does not comply with the conditions of the demand notice within the validity period of the demand notice, his application would stand cancelled and demand notice would be issued to the next applicant in line.

4.15.3 Point of Supply

- (1) Supply shall be given at a single point in the premises of the applicant. The point of supply shall be determined by the

licensee such that meter and other equipment are fixed either outside or at the entry point to the premises so that these are always accessible to the licensee for inspection without obstruction and infringing upon the consumer's privacy. All HT consumers shall ensure independent access to the meter or metering cubical.

- (2) At the point of commencement of supply, the consumer shall provide a main switch/circuit breaker. In addition, HT consumers shall also provide suitable protective devices as per the provisions of Regulation 35 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010.
- (3) HT consumers shall install step-down transformers with a vector group with delta winding on the high voltage side and star winding on the low voltage side, with the neutral terminal brought out and properly earthed as per the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010.
- (4) *The equipment including meter, meter board, service main, miniature circuit breaker (MCB)/circuit breaker (CB), load limiters must on no account be handled or removed by any person who is not an authorized employee/representative of the licensee. Seals which are fixed on the meters/ metering equipment, load limiters and the licensee's apparatus, must on no account be tampered with, damaged or broken. It is the consumer's responsibility to keep in safe custody the licensee's equipment and seals on the meters/metering equipment within the consumer's premises.*
- (5) *In the event of any damage caused to the licensee's equipment, other than meter, within the consumer's premises by reason of any act, neglect or default of the consumer or his employees, the cost thereof, as claimed by the licensee, shall be payable by the consumer. If the consumer fails to do so after demand, it shall be treated as a contravention of the terms and conditions of supply agreement and the electricity supply is liable to be disconnected.*

Damage to the meter shall be dealt with as per Regulation 5.3.1 (2).

4.15.4 Security Deposit

- (1) A security deposit shall be made by all the consumers to cover:
 - (a) The estimated power consumption for two billing cycles (Advance consumption deposit).Initially the applicant shall deposit the consumption security at the flat rates as mentioned in the HERC (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply & Power to require security) Regulations, 2005 or its subsequent amendments. Subsequently the security shall be revised annually as per the procedure defined under Regulation 4.15.6 (1).
 - (b) The cost of meter and metering equipment that is to be provided for supplying electricity to a premises.
- (2) In case of enhancement of load, only additional security to cover the additional consumption shall need to be deposited, estimated as per the methodology given under Regulation 4.15.6 (1).
- (3) As stated under Regulation 4.15.4 (1), the security deposit shall be revised annually as per the procedure defined in under

Regulation 4.15.6 (1). Any excess/deficient amount shall be adjusted within two subsequent bills of the consumer.

- (4) The security deposit shall be returned to consumer upon termination of Agreement within 30 days of adjustment of all dues. In case of delay, interest equivalent to the State Bank of India base rate as on the 1st of April of the financial year shall be payable to the consumer.

4.15.5 Interest on Security Deposit

The licensee shall pay interest to the consumer at the Bank rate as determined by the Reserve Bank of India on 1st April of each year or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year.

4.15.6 Review of Security Deposit

- (1) At the beginning of the financial year, the licensee shall review the consumption pattern of the consumer for the adequacy of the security deposit from April to March of the previous year. A consumer, except the HT industrial supply consumer, is required to maintain a sum equivalent to his average payment for the period of two billing cycles. An HT industrial supply consumer, is required to maintain a sum equivalent to his average payment for the period of one and half billing cycles. Where 'average payment' shall be equal to the average of actual bills paid in the last financial year:

Provided that for a consumer whose electricity connection is less than one year old, the security deposit shall not be revised at the beginning of the ensuing financial year.

Provided further that average payment shall not include the arrears of any kind recovered in the last financial year pertaining to the prior period

- (2) The security deposit available with the licensee in respect of each consumer shall be shown in the bill issued to the consumer. Refund of excess security to the consumer by the licensee, as and when arises, shall be made by way of adjustment in subsequent energy bills showing negative amount where necessary.

4.15.7 Mode of Payment of Charges

The payment of the bill shall be made at the specified local collection centers of the licensee on any working day during prescribed hours, or through any other facilities including banks, post offices, collection drop boxes, Electronic Clearing System (ECS), RTGS, internet, as may be provided by the licensee.

4.16 General Provisions Regarding Service Line and Apparatus

4.16.1 The consumer shall provide space of requisite dimensions at or near the entry point to the premises, free of charge, for erection / installation of that part of service line, transformers, switch gear, meter and all other apparatus that may fall within his premises up to the point of commencement of supply. The whole of service line and other apparatus shall be deemed to be the property of the licensee and shall remain under licensee's control.

4.16.2 Unless provided otherwise in any other Regulation issued by the Commission, the licensee may use the service line and other apparatus to give supply to other consumers provided that the supply to the consumer who has paid for these or has provided space is not affected adversely. Further, even if the supply to the consumer who

has paid for the line / apparatus is disconnected for whatever reason, the consumer shall permit the licensee continued access to the service line and other apparatus if they are required to give supply to other consumers, and no payment shall be due to the consumer for such access / facility, until alternate arrangements are made. However, it is expressly provided that the licensee shall make all possible efforts to make alternate arrangements as early as may be practicably possible. For this purpose, the licensee may explore a mutually acceptable arrangement for continuation of the installation at the existing place.

5. METERING

5.1 Requirement of Meters

- 5.1.1 No installation shall be serviced without a meter except such existing agriculture connections which are un-metered and have to be metered gradually as per provision of the Act. All meters including consumer meter, meter for energy audit and interface meter shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and its subsequent amendments, issued under Section 55 of the Act.
- 5.1.2 Miniature Circuit Breakers (MCBs) for LT loads and Circuit Breakers (CBs) for HT loads of appropriate rating and specifications shall be installed along with the meter.
- 5.1.3 At the time of seeking a new connection the consumer shall have the option to either:
- (1) Purchase the meter, MCB/CB and associated equipment himself from a vendor(s) provided that the equipment is of a make and specification approved by the licensee from time-to-time; or
 - (2) He may opt that the meter, MCB/CB and associated equipment be supplied by the licensee.
- The consumer shall indicate this option in his application and in case he chooses to purchase his own meter and equipment, the licensee shall supply him the list of approved vendors and makes. Once the consumer has procured the meter and equipment, the licensee shall arrange testing, installation and sealing of the meter and equipment.
- The licensee shall make available on its website an updated list of vendors, makes and specifications of meters and other equipment, as approved by the licensee.
- 5.1.4 The meters for new connections shall be static and of following type(s):
- (1) For LT connections - single phase / three phase meters with MDI facility.
 - (2) For HT connections – three phase meters capable of recording all types of energy with MDI facility.
 - (3) In a situation where the licensee is facing problems in collection of energy dues, the licensee may install pre-paid meters. These meters shall also conform to the technical requirements as prescribed in Central Electricity Authority (Installation and Operation of meters) Regulations, 2006 and its subsequent amendments.
 - (4) The distribution licensee shall make out a plan for introduction and adoption of new technologies such as pre-paid meters, time of the day (TOD)/frequency based tariff (FBT) meters, automatic remote meter reading system through appropriate communication system with the approval of the Commission.
 - (5) *The distribution licensee, with the approval of the Commission, shall arrange to install smart meters, in its area, in a phased manner within the timelines specified in the National Tariff Policy, 2016.*
- 5.1.5 If supply is provided by the licensee to different categories of consumers in the same premises, separate meter(s) of appropriate category shall be installed for measurement of energy for each such category.
- 5.1.6 Metering arrangement for consumers on independent feeder shall be as per provision in 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 or amended from time to time.

5.2 Supply and Installation of Meters and MCBs/CBs

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

5.2.2 *If the meter is supplied by the Licensee, the Licensee shall be entitled to charge an amount equal to the cost of meter, as per cost data book of previous financial year, which shall be recovered as part of the demand notice.*

In case the meter is not available with the Licensee, the consumer may provide the same to the Licensee along-with meter testing fee.

In both the cases, cost of meter shall be borne by the consumer and no Meter Security and Meter Rental shall be payable.

5.2.3 *The consumer meter shall be installed by the licensee either at consumer premises or outside the premises:*

Provided that where the licensee installs the consumer meter outside the consumer premises, then the licensee on a request from consumer shall provide at the cost of the consumer a real time display unit in the premises of the consumer to indicate the electricity consumption for his information.

5.2.4 The location of meter and height of meter display from floor level shall be as per Indian Standard on Testing, Evaluation, Installation and Maintenance of ac Electricity Meters – Code of Practice.

5.2.5 For outdoor installations, the meters shall be protected by appropriate enclosure of level of protection specified in the Indian Standard on Testing, Evaluation, Installation and Maintenance of ac electricity Meters – Code of Practice.

Meters installed outside the consumer premises shall be housed in weather proof cupboard or meter pillar box.

5.2.6 In case of multi-storeyed buildings, the meter(s) shall be installed on the ground floor/rising mains having proper air ventilation and adequate illumination.

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

5.2.8 Whenever a new meter is installed (for a new connection or as a replacement) it shall be sealed in the presence of the consumer. The seal, name plates and distinguishing numbers or marks affixed on the said meter or apparatus shall not in any way be broken, erased or altered by the consumer. Sealing arrangements of meter shall be in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and all subsequent amendments.

5.3 Safety of Meters

5.3.1 (1) The consumer shall, as far as circumstances permit, take precautions for the safety of the consumer meter, MCB/CB and other apparatus installed in his premises. The consumer shall promptly notify the licensee about any fault, accident or problem

noticed with the meter or other apparatus installed for the purpose of supplying him the electricity.

(2) *The consumer shall be deemed to be responsible along with the licensee for proper functioning and upkeep of the meter. In case the meter is installed inside the consumer premises and the same is found physically damaged by human intervention, the consumer shall bear the cost of its replacement. However, if the meter is placed outside the consumer's premises, then the cost of replacement shall be borne by the licensee and the consumer in the ratio 80:20.*

- 5.3.2 The licensee shall monitor the consumption pattern of the consumer and get the meter checked where ever considered necessary to ensure that the meter is in proper working order.

5.4 Reading of Meters

- 5.4.1 The licensee shall have unhindered access to the meter at all times. The meter shall be read once in every billing cycle and the consumer shall extend all facilities to the licensee to read the meter.
- 5.4.2 The licensee shall issue proper photo identity card to all its meter readers and meter readers shall carry the photo identity card during the course of visit to consumer's premises.
- 5.4.3 The licensee may provide meter reading and bill generation through alternative technologies including meter reading instrument (MRI), automatic remote meter reading system through appropriate communication system, on the spot generation of bill at consumer premises and any technology which may emerge in future for these purposes.
- 5.4.4 It shall be the duty of the meter reader to check the condition of LEDs (light emitting diodes) on electronic meters. In case the earth leakage LED indicator provided on electronic meter is found to be 'ON', he shall inform the consumer that there is leakage in the premises and advise the consumer to get the wiring checked and leakage removed. The meter reader shall also inform the officials concerned of the licensee about the leakage.
- 5.4.5 The meter reader shall also check the status of the meter seals and the opacity of the meter glass. Status of the meter and its seals, along with the meter reading details for last six billing cycles of each consumer, shall be indicated in the bill and also made available on the licensee's website.
- 5.4.6 In case, for any reason, the meter is not read during a billing cycle, the licensee shall prepare a provisional bill in the manner as prescribed under Regulation 6.9. Such provisional billing shall not continue for more than two billing cycles at a stretch.
- 5.4.7 The provisional bill shall indicate the reasons and act as a notice including direction to the consumer regarding the steps to be taken by him.
- 5.4.8 If meter is not made accessible even on the specified date, a notice shall be served on the consumer, if available, or affixed near the main entrance of the premises, to contact the licensee to get his meter read, within the next 7 days. Failing this, his supply shall be disconnected.
- 5.4.9 The provisions of Regulations 5.4.7 and 5.4.8 shall not apply in case of a domestic consumer who has given an advance intimation to the licensee of the inaccessibility of his meter for reading due to the consumer being out of station and has also deposited an advance payment in accordance with Regulation 6.5.
- 5.4.10 When a domestic consumer gives prior information in writing about inaccessibility of the meter to the licensee due to continued absence from residence, the licensee shall not send any notice/provisional bill to the consumer provided that the consumer pays the minimum / fixed charges for such period in advance. Whenever the meter is

made accessible by the consumer for taking the meter reading, the entire consumption shall be taken as if the consumption was for the period excluding the intimated period of inaccessibility.

- 5.4.11 If a consumer desires to have a special reading taken, the same shall be arranged by the licensee within two working days of the request and the charges, if any, shall be included in the next bill of the consumer.

5.5 Testing of Meters (before installation/periodical)

- 5.5.1 It shall be the licensee's responsibility to satisfy itself regarding the accuracy of the meter before it is installed and the licensee may test them for this purpose. The licensee shall conduct periodical inspection/testing and calibration of the meters as specified by the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and its subsequent amendments.
- 5.5.2 The licensee shall conduct periodical inspection/testing of the meters as per the following schedule:

(1)	Single phase and LT three phase	As per Regulation 5.3.2 meters up to a load of 20 kW
(2)	LT 3-phase meters above a load of 20 kW	Once every 3 years or earlier in terms of Regulation 5.3.2
(3)	HT meters	Once every 6 months

Wherever applicable, CT and PT shall also be tested along with meters

- 5.5.3 Test results shall be maintained as per the format prescribed by the licensee. The results of periodical inspection/testing shall also be conveyed to the consumer.

5.6 Testing of Defective Meters

- 5.6.1 The licensee shall have the right to test any meter and related equipment if there is a reasonable doubt about accuracy of the meter. The consumer shall provide the licensee necessary assistance in conduct of the test. The licensee may check the meter in-situ by putting a check meter in series or otherwise. If required, the licensee may temporarily replace the meter and take it away for testing.
- 5.6.2 A consumer may request the licensee to test the meter if he doubts its accuracy, by applying to the licensee along with requisite testing fee. On receipt of such request, the licensee shall follow the procedure as detailed in Regulations 5.6.3 to 5.6.8.
- 5.6.3 On receipt of such request, the licensee shall inspect and check the correctness of the meter within 7 working days of receiving the request.
- 5.6.4 The licensee shall check the meter in-situ by putting a check meter in series or otherwise.
- 5.6.5 In case the consumer is not satisfied with in-situ check of the meter, he may request the licensee to test the meter at the licensee's laboratory or at a third party facility approved by the Commission. The list of third party agencies approved by the licensee/Commission, for testing of meters, shall be available on the website of the licensee
- 5.6.6 For testing of the meter at the laboratory, the licensee shall give advance notice to the consumer intimating the date, time and place of testing so that the consumer or his authorized representative may be present at the time of testing.
- 5.6.7 The consumer or his authorized representative present during testing will sign the test report as a token of witness. In case the consumer or his authorized representative is not present, the licensee's representative and the testing laboratory official shall sign on the test report.

Provided further that if on testing, the meter is found to be defective due to technical reasons attributable to the licensee including voltage fluctuation, transients, the licensee shall refund the testing fee to the consumer by adjustment in the subsequent bill.

5.6.8 The licensee shall dispatch the test report to the consumer, to be received under acknowledgment, within a week of the date of testing.

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

5.7 Cost of Replacement of Defective/ Burnt / Lost Meters

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

5.7.2 *If, as a result of testing it is established that the meter, **installed inside or outside of the consumer premises** became defective/burnt due to technical reasons including voltage fluctuation, transients, attributable to the licensee or due to natural events including heavy rain, cyclone, floods, storms, earthquakes, the cost of the meter shall be borne by the licensee i.e the meter shall be replaced by the licensee free of cost.*

5.7.3 *If, as a result of testing, it is established that the meter, **installed inside or outside the consumer premises**, was rendered defective/burnt due to reasons attributable to the consumer including defect in consumer installation, connection of unauthorized load by the consumer, 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 new meter at its own cost and shall charge the cost of meter through the bill, as per cost data book.*

(b) *If the meter was owned by the licensee, the licensee shall install a new meter at its own cost and shall recover the replacement cost of the defective meter from the consumer:*

Provided 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 also be taken against the consumer for pilferage and tampering.

(c) *If, as a result of investigation by Police or duty magistrate, it is established that the meter, **which is installed either inside or outside the consumer premises**, was rendered defective/burnt due to reasons attributable to the **public outrage, sabotage or any other similar reasons**, the cost of the meter shall be borne by the licensee.*

Provided that if as a result of investigation by police or otherwise it is established that the meter was rendered defective/ burnt due to activities instigated by a particular consumer/ third party deliberate act to interfere with the meter, action as permissible under law shall also be taken against the consumer/third party for pilferage, tampering and theft of meter, as the case may be.

5.7.4 *If a consumer disputes the results of testing, the meter shall be tested at a third-party facility selected by the consumer from the list of third-party testing facility approved by the licensee/Commission.*

Provided that in case of testing on the consumer's 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 including voltage fluctuation, transients, the licensee shall refund the testing fee to the consumer by adjustment in the subsequent bill

5.7.5 In case of theft of meter, if it was installed inside the consumer premises, the cost of new meter and other apparatus shall be borne by the consumer. If, however, the meter was installed outside the premises the entire cost of replacement shall be borne by the licensee.

5.8 Restoration of Supply in case of Burnt Meters

(a) For LT supply consumers

In case a meter is found burnt either on consumer's complaint or upon inspection by the licensee, the licensee shall restore the supply within 24 hours by providing a tested meter. If it is not possible to provide a tested meter immediately, then direct supply shall be given within 24 hours and the consumer shall be charged for the period of direct supply on average basis. The licensee shall ensure that the direct supply shall not continue for more than 72 hours and within this period a tested meter shall be installed.

(b) For HT supply consumers

Direct supply shall not under any circumstances be provided to HT supply consumers

6. BILLING

6.1 General

6.1.1 The periodicity of the meter reading/billing for various categories of consumers shall be as under:-

Consumer Category	Periodicity of Meter Reading/billing
Non Domestic upto 20 KW/Domestic/Bulk Domestic Supply	Bimonthly
Agriculture – whether metered or at flat rate	4 months
All other categories	Monthly

Provided that periodicity of meter reading/ billing in case of pilot project may be changed in respect of specific area of licensee with the prior approval of the Commission.

6.1.2 The consumer shall be informed, at the time of releasing the connection, the periodicity of billing for his service, date in the calendar month when his meter will be read, bill issue date in the calendar month and due date for payment in the calendar month. It shall be obligatory on the part of licensee to take meter reading of a consumer within four days of the prescribed date.

- (a) The bill issue date shall be the date of meter reading for spot billing system and in other cases it shall be within one week from the date of the meter reading.
- (b) The bill shall be served to a consumer immediately after the meter reading in case of spot billing system and in other cases within a period of one week from the bill issue date.

If any consumer contests that he did not receive the bill within a period of one week from the bill issue date, the burden of proving that the bill was delivered during the said period of one week shall be on the licensee. In case the licensee cannot discharge this burden, the payment period shall start from the date the consumer contests that he received the bill.

- (c) The licensee shall obtain acknowledgement of receipt of bill from the consumer as far as possible but it is a must in case of HT connections.

6.1.3 Bills shall be sent to the consumers, other than HT category, either by post or by hand delivery or by electronic mail and in case of HT consumers, by hand delivery or by electronic mail. However, in case of hand delivery, proof of service of the bill in case of HT connections shall be maintained at the revenue office concerned of the licensee. It shall be the responsibility of the licensee to ensure prompt delivery of bills to the consumer. However, if the consumer does not receive the bill within 10 days from the bill issue date, he should contact the revenue office concerned to obtain a duplicate copy of the bill.

The licensee shall also arrange, as far as possible, to intimate the amount of bill and the last date of payment of bill, to such consumers who have provided the details of their mobile number / e-mail id, through SMS/E-mail. The licensee may also switch over to issue of e-bills in a phased manner and go paperless.

6.1.4 The first bill of a new connection shall be issued by the licensee along with the bills of next billing cycle of the area. In case, the consumer does not receive the first bill by this time, he may report to the designated officer of the licensee who shall arrange for issue of the bill within next seven (7) days failing which the consumer shall not be penalized in any way for the delay.

6.1.5 In case consumer opts for e-bill service i.e. sending of bills through email only by forgoing the option of paper bill, A rebate of Rs. 5 per electricity bill or as decided by the Commission from time to time shall be admissible.

6.2 Change of occupancy / vacancy of premises

- (a) It shall be the responsibility of the consumer to get a special reading done by the licensee at the time of change of occupancy or on the premises falling vacant.
- (b) The consumer may request in writing to the licensee for special reading at least seven (7) days in advance of the said vacancy of the premises by the existing user or change of the occupancy, as the case may be.
- (c) The licensee shall arrange a special reading to be done and deliver the final bill, including all arrears till the date of billing, at least two (2) days before the vacancy of the premises. The final bill shall also include payment for the period between the date of special reading and indicated date of vacancy of premises on pro-rata basis.
- (d) Once the final bill is raised, the licensee shall not have any right to recover any charge(s), other than those in the final bill, for any cycle prior to the date of such bill.
- (e) The licensee may charge reasonable fee for the above service, subject to the approval by the Commission.

6.3 Information to be printed on the Bill

6.3.1 The following information shall be printed on the body of the bill in case of LT connections:

- (1) Bill Number, Cycle Number and Group Number
- (2) Date of the bill
- (3) Name, address and Account Number of the consumer
- (4) Name of Sub-division
- (5) Type of supply (i.e. single phase, three-phase LT)
- (6) Sanctioned load
- (7) Category of consumer (i.e. domestic, non-domestic etc.)
- (8) Status of meter (OK/defective/burnt/missing/ premises locked etc.)
- (9) Meter number and meter make. - In case replacement of energy meter is involved during the billing cycle, the meter numbers of old and the new meters, date of replacement, final reading of old meter and initial reading of new meter at the time of replacing the meter shall also be indicated on the bill.
- (10) Billing cycle
- (11) Initial meter reading of the billing period/cycle with date
- (12) Final meter reading of the billing period/cycle with date
- (13) Number of units consumed during the billing cycle or attributed to unmetered connection
- (14) Energy / Monthly Minimum Charges
- (15) Fixed charges
- (16) Rentals-meter & equipment
- (17) Capacitor surcharge for AP connections & LT industries

- (18) Electricity Duty (ED)
- (19) Municipality Tax (MT)
- (20) FSA (Fuel Surcharge Adjustment) charges
- (21) Reliability Charge
- (22) Date from which bill on average and reason for it
- (23) Interest on installments due
- (24) Maximum demand recorded during the billing period (where applicable and the consumer has been provided with MDI facility on the meter)
- (25) Arrears with breakup of each component and additional charge for delayed payment of preceding financial year.
- (26) Arrears with breakup of each component and additional charge for delayed payment of current financial year.
- (27) Others (sundry charges) with brief details
- (28) Total amount due
- (29) Adjustment
- (30) Net amount payable by due date (rounded off)
- (31) Surcharge for delayed payment
- (32) Amount payable after due date (rounded off)
- (33) Due date for payment
- (34) Security deposit and interest paid thereon (once in a year in the month of April)
- (35) Interest paid on advance payment of bill
- (36) Applicable tariff on the date of billing
- (37) Mode of payment
- (38) Amount, date and bill receipt number of the last payment received
- (39) Details of bills for last six billing cycles
- (40) In case of cheques and bank drafts, the receiving authority in whose favour the amount should be paid
- (41) Notice under Section 56 of the Electricity Act 2003(for defaulters only and for others it may be treated as information)
- (42) Area specific information:

The following information would be provided to the consumer as an attachment to the bill or as stamped on the bill or printed on the reverse of the bill.

- a) The name(s)/address(s) of collection centers and working hours for collection of bills.
- b) Designation/address and telephone number(s) of the authority with whom grievance pertaining to bills can be lodged.
- c) Address(es) and telephone number(s) of Complaint centers.
- d) Address and telephone numbers of the Consumer Grievances Redressal Forum and the Ombudsman constituted under Section 42 of the Act.
- e) Advertisement relating to energy conservation / other matter, if any.

6.3.2 The following information shall be printed on the body of the bill in case of IIT connections:

- (1) Bill Number, Cycle Number and Group Number
- (2) Date of the bill

- (3) Name, address and Account Number of the consumer
- (4) Name of Sub-division
- (5) Type of supply (i.e. HT)
- (6) Contract demand
- (7) Sanctioned load
- (8) Category of consumer
- (9) Status of meter (OK/defective/burnt/missing/premises locked etc.)
- (10) Meter Number and meter make. - In case replacement of energy meter is involved during the billing cycle, the meter numbers of old and the new meters, date of replacement, final reading of old meter and initial reading of new meter at the time of replacing the meter shall also be indicated on the bill.
- (11) Multiplying factor of the meter
- (12) Billing cycle
- (13) Initial meter reading of the billing period/cycle with date
- (14) Final meter reading of the billing period/cycle with date
- (15) Number of units consumed during the billing cycle or attributed to unmetered connection
- (16) Energy / Monthly Minimum Charges
- (17) Fixed charges
- (18) Rentals-meter & equipment
- (19) Electricity Duty (ED)
- (20) Municipality Tax (MT)
- (21) FSA (Fuel Surcharge Adjustment) charges
- (22) Peak load exemption charges
- (23) Reliability Charge
- (24) Date from which bill on average and reason for it
- (25) Interest on installments due
- (26) Maximum demand recorded during the billing period
- (27) Arrears with breakup of each component and additional charge for delayed payment of preceding financial year.
- (28) Arrears with breakup of each component and additional charge for delayed payment of current financial year.
- (29) Others (sundry charges) with brief details
- (30) Total amount due
- (31) Adjustment
- (32) Net amount payable by due date (rounded off)
- (33) Surcharge for delayed payment
- (34) Amount payable after due date (rounded off)
- (35) Due date for payment
- (36) Security deposit and interest paid thereon (once in a year in the month of April)
- (37) Interest paid on advance payment of bill
- (38) Applicable tariff on the date of billing
- (39) Mode of payment
- (40) Amount, date and bill receipt number of the last payment received
- (41) Details of bills for last billing cycles

- (42) In case of cheques and bank drafts, the receiving authority in whose favour the amount should be drawn
- (43) Notice under Section 56 of the Electricity Act 2003(for defaulters only and for others it may be treated as information)
- (44) Area specific information:

The following information would be provided to the consumer as an attachment to the bill or as stamped on the bill or printed on the reverse of the bill.

- a) The name(s)/address(s) of collection centers and working hours for collection of bills.
- b) Designation/address and telephone number(s) of the authority with whom grievance pertaining to bills can be lodged.
- c) Address(es) and telephone number(s) of Complaint centers.
- d) Address and telephone numbers of the Consumer Grievances Redressal Forum and the Ombudsman constituted under Section 42 of the Act.
- e) Advertisement relating to energy conservation / other matter, if any.

6.3.3 No bill issued by the licensee shall be sustainable unless it depicts the details of the amount charged.

6.4 Payment of Electricity Bill

6.4.1 The due date of payment of the billed amount (as mentioned in the bill) will be as under.

In case of spot billing/bills sent through e-mail	It will be 7 (seven) days where billing is monthly and 10 (ten) days where billing is bimonthly, from the date of issue of bills
In other cases	It will be 14 (fourteen) days where billing is monthly and 17 (seventeen) days where billing is bimonthly, from the date of issue of bills.
In case of Government departments and local bodies except domestic/non-domestic supply categories.	It will be 20 (twenty) days from the date of issue

6.4.2 If due date indicated in the bill for payment of the amount is a Sunday or a Public Holiday, the next working day shall be treated as the due date.

6.4.3 The payment of the bills shall normally be made at the specified local collection centers of the licensee on any working day during prescribed hours, or through any other facilities including banks, post offices, collection drop boxes, electronic clearing system (ECS), RTGS, online payment, as may be provided by the licensee.

6.4.4 The licensee may specify any collection centre(s) for making payment for a group of consumers in addition to the revenue office concerned of the licensee, where arrangement shall be made by licensee to accept payment of bills both by cash and demand draft / cheque or in any other manner. Cash payment upto ` 10,000/- shall not be refused. Cheques/demand drafts of any amount shall be accepted without any lower limit.

6.4.5 In case a consumer makes payment of his bill at the specified collection centers, he shall normally present his bill at the time of payment. However, in case the consumer is unable to present his bill due to non-receipt of the same or any other reason, the payment shall

be accepted in case the consumer tells his account number and his bill details are available with the person accepting the payment. In other cases, if the consumer asks for a duplicate bill it shall either be issued on the spot or otherwise supplied within three (3) days of receipt of his request in writing in the office of issue. Non-receipt of the bill shall not entitle the consumer to delay the payment beyond the due date.

- 6.4.6 The licensee and other authorized collections centers shall issue a receipt to the consumer for the payment of electricity bills made by way of cash or personal cheques / demand draft / banker's cheque drawn on any scheduled local bank or any other mode allowed by the licensee. Bank certificate that money has been transferred to licensee's account is sufficient proof of payment.

In case payment is made through online payment facility provided by the licensee, the receipt of same shall be generated immediately and the consumer should be able to take a print thereof.

- 6.4.7 In case a cheque issued by a consumer is dishonored, the consumer shall be informed immediately and asked to make alternate payment. In such cases, if a fresh payment by cash or demand draft is not received within one week of the consumer being informed about dishonoring of his cheque, then action as below shall be taken against the consumer.

- 1) If the cheque is dishonored because of insufficient balance or because the consumer has asked the bank to stop payment, a penalty @ 1% of the bill amount per day, from the due date of payment of bill by cheque till the payment is fully realized, shall be levied.
- 2) If the check is returned by the bank for any other reason, a penalty @ of 10% of the bill amount or ₹ 1000/-, whichever is lower, shall be levied.
- 3) a) The above penalties shall be in addition to usual surcharge on the unpaid bills.
b) These penalties shall continue only for a period of two weeks from the date the consumer was informed about dishonoring of the cheque, after which the supply shall be disconnected.
c) In case where the consumer does not pay the bill even two weeks after being informed about dishonoring of the cheque, the licensee, in addition to taking steps for recovery of the bill and surcharge, also proceed against the consumer under relevant provisions of law regarding dishonour of the cheque.

6.5 Advance payment of anticipated bill by consumer

The consumer shall have the facility to make advance payment towards the consumption charges and require the licensee to adjust the amount against bills that may be raised by the licensee from time to time. Such advance payment shall attract interest at the saving bank rate of State Bank of India as on 31st March of the previous financial year. The credit for the interest shall be given when the advance paid is reduced to zero or on 31st March whichever is earlier.

6.6 Surcharge for delayed payment of bills

In case the consumers do not pay the bill by the due date mentioned in the bill, surcharge for delayed payment of bill shall apply as per tariff orders issued by the commission from time to time.

6.7 Adjustment of amount paid

The amount paid by the consumer including the advance payment shall first be adjusted as per the priorities stated hereunder:

- (a) Arrears as on 31st March of previous financial year
- (b) Arrears accrued from 1st April of the current financial year till the date of bill
- (c) Consumption charges of current billing cycle.

6.8 Payment in Installments

- (1) The current bill shall have to be paid by the consumer in full by due date.
- (2) If the bill includes surcharge for the delay in payment of current bill, the licensee shall accept payment of the current bill if the consumer pleads inability to pay surcharge at the same time. The surcharge shall be recovered in the next bill.
- (3) In case the current bill includes past arrears, such arrears can be received in installments as per the following, provided the current bill is paid.
 - a) If the arrears are less than average amount chargeable for two billing cycles – two installments.
 - b) If the arrears are more than average amount chargeable for two billing cycles but less than four billing cycles – three installments.
 - c) If the arrears are more than average amount chargeable for four billing cycles but less than six billing cycles – four installments.
 - d) If the arrears are more than average amount chargeable for six billing cycles and above – five installments.
- (4) The SDO concerned shall allow installments as above on a request from a consumer.
- (5) Grant of installment facility shall not affect the liability of the consumer to pay surcharge for delayed payment as per tariff notifications issued from time to time, till full clearance of arrears.
- (6) If at any time, the consumer does not pay the current bill and the installment, the installment facility shall be withdrawn forthwith and he shall be liable for disconnection.

6.9 Procedure for billing under special circumstances

6.9.1 Billing in case of defective/sticky/dead stop/burnt meter

- (1) In case of defective/sticky/dead stop /burnt meter, the consumer, during the period of defective meter, shall be billed provisionally in the following manner.
 - (a) On the basis of the consumption recorded during corresponding period of 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 6 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:-

(i) For Domestic Supply / Bulk domestic supply / Non - Domestic Supply consumers: -

Sr. No	Category	Consumers fed through Rural feeders	Consumers fed through Urban feeders
		No. of units per KW of the sanctioned load or part thereof per month	
1	Domestic Supply / Bulk domestic supply	40	50
2	Non - Domestic Supply		

For General	75	150
For Restaurants, Hotels Petrol pumps and Cinemas	120	180
For Nursing Homes and Hospitals with indoor nursing facilities, shopping malls, mobile towers.	120	240

- ii) 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:
 $KW \times DF \times H \times D$

In cases where tariff is levied on the basis of contract demand:
 $CD \times DF \times H \times D$

Where, KW = Sanctioned load.

CD = Sanctioned contract demand in KW or KVA, as the case may be.

DF = Demand factor

H = Number of working hours per day.

D = Number of days per month.

In the above equation, the demand factor, number of working hours per day and number of days per month, for various categories of consumers, shall be taken as below:-

Sr. No.	Category of consumers	Demand factor	No. of working hours / day		No of days/month
			Rural feeder	Urban feeder	
1	L.T. Industries having load up to 20 KW	80%	8	10	25
2	L.T. Industries having load above 20 KW	80%	8	16	25
3	Public water works	100%	6	12	30
4	a)Street/public lighting, b)Independent hoarding/decorative lighting	100%	8	10	30
5	Bulk supply (On LT)	50%	10	16	30
	Bulk Supply (On HT)	60%	10	20	30
6	HT Industrial Supply				
	a)Continuous Process Industry	80%	8	20	30
	b)General Industry	80%	8	12	25
7	Agriculture Supply	100%	8	8	20
8	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 contract demand per month.	
		Consumers fed through Rural feeders	Consumers fed through Urban feeders
1	LT industries having load upto 20 KW	160	200
2	LT industries having load above 20 KW	160	320
3	Public water works	180	360
4	a) Street / public lighting b) Independent hoarding/ decorative lighting	240	300
5	Bulk supply (On LT)	150	240
	Bulk Supply (On HT)	180	360
6	HT Industrial Supply a) Continuous Process Industry	192	480
	b) General Industry	160	240
7	Agriculture Supply	160	160
8	Railway traction and DMRC	-	480

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.

The defective meter shall be replaced by the licensee within 7 days of its being so established on checking. The burnt meter shall be replaced as per the timeline mentioned under Regulation 5.8.

- (2) After installation of new meter, the account of the consumer, billed provisionally in the manner as specified under Regulation 6.9.1 (1) above, shall finally be overhauled in the following manner:-
 - (a) In case the consumer was billed provisionally in the manner as specified under Regulation 6.9.1 (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 Regulations 6.9.1. (1) (b) to 6.9.1 (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.
- (3) 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 charges 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 charges 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.

6.9.2 Billing in cases where premises are found locked / meter not accessible

Where the premises are found locked and the licensee is unable to read the meter, the provisional billing shall be done in the manner as prescribed under Regulation 6.9.1 (1) 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.

If premises is found locked on two successive meter reading dates and there is no advance for adjusting the bill and previous bill is not paid, then the connection shall be disconnected.

6.10 Erroneous / Disputed Bills

6.10.1 In case a consumer does not agree with the amount billed (barring cases of theft of electricity, unauthorized use of electricity and where the consumer is found at fault for damage to meter and apparatus), he shall lodge a complaint in this regard and deposit under protest –

- (a) an amount equal to the sum claimed from him, or
- (b) the electricity charges due from him for each month calculated on the basis of average charge for electricity paid by him during the preceding six months,

whichever is less, pending disposal of any dispute between the consumer and the licensee.

6.10.2 On review of the complaint, if the licensee finds that the consumer has paid any excess amount, such excess amount along with the interest at saving bank rate of State Bank of India as on the 1st of April of the financial year shall be adjusted in the subsequent bill(s).

Provided that in case the amount to be refunded exceeds the electricity charges due for next 6 months calculated on the basis of average consumption for previous 6 months, such excess amount shall be refunded through cheque.

6.10.3 If the licensee finds the bill to be correct, the consumer shall be intimated accordingly to pay the balance amount, if any, with surcharge on such balance for delayed payment from the due date, if applicable.

6.10.4 If the licensee establishes during review or otherwise or as a result of audit observation that a consumer has been under-charged, a 15 days notice shall be served upon the consumer to enable him to contest the demand. However, in case of additional demand being made out by internal audit in respect of any consumer, the officer concerned shall satisfy himself in the matter before giving notice to the consumer. After receipt of reply from the consumer, the licensee shall review the amount charged after taking into account the facts submitted by the consumer. For the amount which is chargeable, after considering reply of the consumer, the licensee shall recover the amount without levy of surcharge from the consumer by issuing a separate bill and in such cases at least 30 days shall be given to the consumer to pay the bill. In case the consumer fails to pay the bill by the due date, he shall be liable to pay, in addition, surcharge for the period of delay.

6.10.5 While issuing bill under Regulation 6.10.4, the licensee

- (a) shall specify the amount to be recovered with an explanation and breakup for the amount.
 - (b) shall not charge interest on the undercharged amount if paid within 30 days.
 - (c) on the request of the consumer shall allow installment option.
 - i) If the amount charged is less than average amount chargeable for two billing cycles – two installments.
 - ii) If the amount charged is more than average amount chargeable for two billing cycles but less than four billing cycles – three installments.
 - iii) If the amount charged is more than average amount chargeable for four billing cycles but less than six billing cycles – four installments.
 - iv) If the amount charged is more than average amount chargeable for six billing cycles and above – five installments.
- These installments shall be calculated without adding any interest or surcharge.

However, if any installment is delayed there will be surcharge on it.

6.10.6 While communicating the decision on the review of the bill, the licensee shall advise the consumer in writing his right to prefer an appeal against the decision of the licensee to Consumer Grievance Redressal Forum.

**THEFT OF ELECTRICITY AND UNAUTHORIZED USE OF
ELECTRICITY UNDER SECTION 135 AND SECTION 126 OF THE
ELECTRICITY ACT, 2003**

**7 THEFT OF ELECTRICITY UNDER SECTION 135 OF THE
ELECTRICITY ACT, 2003**

7.1 Theft of Electricity

- 7.1.1 A person shall be guilty of an act of theft of electricity if he dishonestly does an act as defined under Section 135 (1) (a to e) of the Act.
- 7.1.2 Theft shall not be limited to physical interference with the meter found during physical inspection. It shall also include theft committed by resorting to external methods which in any way interfere with the accurate registration of energy consumed.
- 7.1.3 Provision of Section 135 of the Act has to be used where the alleged act has been done with dishonest intention. In such cases recourse shall not be taken to Section 126 of the Act. It is only in cases where sufficient evidence of dishonest intention is not available that recourse can be taken to Section 126. Benefit of doubt can be given only while applying Section 135 and not while applying Section 126. In a case where the dishonest intention is doubtful, the matter shall not be closed merely by giving benefit of doubt but the proceedings shall be converted to Section 126 of the Act.

7.2 Procedure for booking a case of theft of electricity

- 7.2.1 The State Govt. shall issue the list of authorized officers of the licensee or supplier as the case may be, for inspection of any place or premises, as per Section 135 (2) of the Act.
- 7.2.2 The licensee or supplier shall display the list of such authorized officers prominently in all its offices and put on its website. The photo identity cards shall be issued to such officers.
- 7.2.3 The authorized officer, suo-motu or on receipt of reliable information regarding theft of electricity in a premises shall promptly conduct inspection of such premises after obtaining permission from SDO or XEN concerned if he happens to be below the level of SDO.

Provided that no inspection, search and seizure of any residential premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.

- 7.2.4 The inspection team of the licensee or supplier, headed by such authorized officer shall carry along with them their photo identity cards. Photo identity cards should be shown to the occupant of the place of inspection before entering the premises. Photo identity card of the authorized officer shall clearly indicate that he has been nominated as authorized officer as per provision of Section 135 of the Act.
- 7.2.5 While conducting inspection, the authorized officer and his team shall follow the provisions of sub-sections 2, 3 & 4 of Section-135 of the Act.
- 7.2.6 As far as possible, the events of inspection shall be photographed / video graphed. In cases, where significant law and order problem is anticipated, the authorized officer inspecting the premises shall immediately seek assistance from his senior officer(s) and also call for

police help. In such cases all events shall be recorded through video camera.

- 7.2.7 If such entry or inspection reveals nothing to indicate the commission of or engagement in any act of theft of electricity by the person / consumer, the authorized officer, the employees accompanying him and the licensee shall not be liable for any alleged loss or inconvenience caused to the person/consumer on account of such entry, inspection and search.
- 7.2.8 The inspection of the meter made by the person authorized for reading the meter or meter reader as the case may be, including any other employee of the licensee for the purpose of recording of meter reading for consumption, shall not be deemed to be the inspection of the installation of the consumer for the purpose of Section 135 of the Act. The meter reader, however, shall be responsible for immediately reporting any suspicion of theft of electricity to the SDO concerned.
- 7.2.9 The authorized officer shall prepare a report giving details such as connected load, condition of meter seals, working of meter and mention any irregularity noticed (such as tampered meter, 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) on the prescribed format. The event would invariably be photographed or video-graphed with cameras having facility for recording date and time of event.
- 7.2.10 The report shall clearly indicate whether sufficient evidence substantiating the theft of electricity was found or not. The details of such evidence should be recorded in the report.
- 7.2.11 The report shall be signed by the authorized officer and each member of the inspection team and the same must be handed over to the consumer or his representative at site immediately under proper receipt. In case of refusal by the consumer or his authorized representative to either accept or give a receipt, a copy of the inspection report must be pasted at a conspicuous place outside the premises and photographed. Simultaneously, the report shall be sent to the consumer under registered post/ speed Post on the same day or the next day of the inspection.
- 7.2.12 Upon detection of theft of electricity, the authorized officer shall seize all material evidence including devices, instruments, wires and any other facilitator or article which has been or being used for unauthorized use of electricity, from the premises. All such evidence shall be packed and sealed with verification from the witness present during such seizure.

Provided that if in the process of seizure of the material evidence, supply to the consumer gets disconnected, it shall not be construed as disconnection of supply under Section 135 (1 A) of the Act.
- 7.2.13 The occupant of the place of search or any person on his behalf shall be allowed to 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. If he refuses to sign, the authorized officer shall record such refusal on the list and paste a copy of the list at a conspicuous place outside the premises.
- 7.2.14 It shall be the duty of the licensee to ensure that the meters, terminal covers of the meters and protection boxes where provided shall be duly secured with a seal of the licensee. The existing licensee shall certify within a period of six months from the notification of these Regulations in the official gazette of Haryana that all such seals have been put in place. Thereafter, in cases where the meter is

installed inside the consumer premises or at the entry point, within a period of next two months, any consumer may report that his meter or terminal cover or protection box wherever provided has not been sealed. On such report, the licensee shall verify the claim and if found true will promptly take steps to put the seals and will also initiate action against the employee who failed to put the seals in the given period of six months. After a period of eight months from the date of notification of these Regulations, it shall be presumed that all the meters, terminal covers of the meters and protection boxes wherever provided have been sealed.

Thereafter:

(1) Where the meters are installed inside the premises or at the entry point:

- (a) If any of the seals is found broken during any inspection and the licensee finds on the basis of abnormality in consumption pattern with reference to the sanctioned load or otherwise that the seal would have been broken with an intent to commit theft of electricity, it shall be presumed that the seal was broken by or on behalf of the consumer.
- (b) If the meter or any part of it including glass is found tampered but not with the intent of opening it or broken, the conclusion of theft shall not be drawn unless it is corroborated by consumption pattern of consumer and such other evidence as may be available.

(2) Where the meters are installed outside the premises:

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 found missing or tampered with or fake or breakage of glass window or existence of hole in meter, loose glass, cut in the incoming PVC Cable or any other act, unless corroborated by consumption pattern of consumer, reliable tamper information and such other evidence which may establish that theft of energy was being actually committed.

7.2.15 In case on inspection of the premises sufficient evidence is found to establish that any artificial means or means not authorized by the licensee or supplier, as the case may be, exist for the abstraction, consumption or use of electricity by the consumer, it shall be presumed, until the contrary is proved, that abstraction, consumption or use of electricity has been dishonestly caused by such consumer.

7.2.16 Whether the seizure under Regulation 7.2.12 results in disconnection of supply to the consumer or not, the licensee or supplier, as the case may be, upon detection of such theft of electricity, immediately disconnect the supply from a point further away from the connection point as per Section 135 sub-clause (1A) of the Act to ensure that the consumer does not reconnect the supply and further theft does not take place.

Provided that the supply shall be disconnected under the order of an officer of the rank higher than the rank of authorized officer who carried out the inspection and such officer shall not be below the rank of SDO.

7.2.17 Such officer of the licensee or supplier, as the case may be, not below the rank of SDO, shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction in the area within 24 hours from the time of such disconnect.

7.3 Assessment of energy consumption

- 7.3.1 Notwithstanding the criminal action taken under Section 135 of the Act for theft of electricity, the assessing officer of the licensee or supplier, as the case may be, as defined under Section 126 of the Act, but not below the rank of SDO, shall assess the energy consumption as per the assessment formula given in Annexure – II to these Regulations.
- 7.3.2 In case of a regular metered connection, where a case of theft of electricity is detected, units recorded in the meter for the period for which the assessment is made and for which bills have been raised by the licensee, shall be accounted for while working out the net assessment of theft of electricity.
- 7.3.3 After assessing the energy consumption as per the assessment formula given in Annexure – II to these Regulations, the licensee shall prepare a final assessment bill on two times of the tariff applicable and serve upon the consumer notices containing the following information.
 - (a) The details relating to the inspection carried out by the authorized officer including the dates and timings, list of material seized and any other relevant fact.
 - (b) Detail of the energy consumption assessed on account of theft of electricity, the period for which assessment has been made and the amount to be deposited by the consumer / person (amount calculated as per the assessment formula given in Annexure – II to these Regulations).

7.4 Reconnection

The licensee or supplier, as the case may be, on payment of the assessed amount in accordance with the provisions of the Act read with these Regulations, shall without prejudice to the obligation to lodge the complaint as referred to under Regulation 7.2.17 above, restore the supply of electricity within forty-eight hours of such payment.

Provided that the supply to a person who is not a consumer of the licensee shall not be restored and the payment of amount of assessment made by him shall not entitle such person to be a consumer of the licensee on such payment.

7.5 Default in payment of assessed amount

In case of default in payment of the assessed amount, the licensee shall, after giving a 15 day's notice in writing, file a case against the consumer in the designated Special Court as per the provisions of Section 135 of the Act. If, however, the consumer comes forward to pay the assessed amount along with interest, which shall be at the rate of 16% per annum compounded every six months, he shall be allowed to deposit the amount and interest without prejudice to other actions taken under Section 135 of the Act.

7.6 Compounding of offence

- 7.6.1 In case it is a first offence under Section 135 of the Act, then the person may request the officer authorized by the State Government under Section 152 of the Act, for compounding of offence in the prescribed format. The authorized officer shall hear the person and the assessing officer or his authorized representative and thereafter, after orders from such authorized officer, the amount for compounding of offence shall be deposited by the person with the State in the same manner as prescribed for depositing the fines imposed by the courts.

The charges for compounding of the offence shall be as mentioned under Section 152 of the Act or as specified by the State Government.

- 7.6.2 A person can also deposit the amount of compounding even after an FIR/complaint has been lodged against him for the first offence, after getting approval from the authorized officer under Section 152 of the Act. In such eventuality, the authorized officer (under section 152) should accept the amount of compounding and intimate the same to the concerned police station and court regarding compounding of offence under Section-152 of the Act.
- 7.6.3 On payment of the sum of money in accordance with Regulations 7.6.1 & 7.6.2, any person in custody in connection with that offence shall be set at liberty and no proceedings shall be instituted or continued against such consumer or person in any criminal court.
- 7.6.4 The acceptance of the sum of money for compounding of offence in accordance with Regulations 7.6.1 & 7.6.2 by the Appropriate Government or an officer empowered in this behalf shall be deemed an acquittal within the meaning of section 300 of the Code of Criminal Procedure, 1973 (2 of 1974).

7.7 Special Court

Procedure and power of Special Court - The Special Court setup under Section 153 of the Act, shall have the powers as specified under Sections 154 and 155 of the Act.

7.8 Suspected Theft

- 7.8.1 On inspection of a premises, in case theft of electricity is not clearly established and it seems to be a case of suspected theft only, in that case the authorized officer shall remove the old meter under a seizure memo and seal it in the presence of the consumer or his authorized representative. The authorized officer and the consumer shall sign on the seals borne on the meter and meter box. The licensee or supplier shall continue the supply to the consumer simultaneously with a new meter. The old meter shall be tested in the presence of the consumer and the authorized officer at the licensee's testing lab which shall give a test report in writing, which along with photographs / video graphs shall constitute evidence thereof. Based upon this test report, the authorized officer shall prepare a report and record therein the reasons of suspected theft, if any.

Provided that if consumer insists, the testing of the meter shall be carried out at a third party facility approved by the licensee / Commission.

- 7.8.2 The authorized officer shall handover his report to the consumer or his representative immediately under proper receipt. In case of refusal by the consumer or his authorized representative to either accept or give a receipt, a copy of the inspection report shall be pasted at a conspicuous place outside the premises and photographed. Simultaneously, the report shall be sent to the consumer under registered post/speed post on the same day or the next day of the issue of report.

Provided that in case of suspected theft, the meter is found to be accurate within the prescribed limits and in proper working order after testing, no further proceedings shall be taken and the decision shall be communicated to the consumer under proper receipt within three days and the original meter shall be restored.

- 7.8.3 After detailed examination of the evidence and the consumption pattern of the consumer, if the licensee or supplier is convinced that a prima-facie case is made out against the consumer for dishonest abstraction, consumption or use of electricity, then the licensee or supplier shall proceed against the consumer as per provision under Regulations 7.2.16 to 7.6.4.

8 UNAUTHORIZED USE OF ELECTRICITY UNDER SECTION 126 OF THE ACT

8.1 Procedure for booking a case of unauthorized use of Electricity

- 8.1.1 The State Government shall designate the assessing officers of the licensee as per Section 126 of the Act.
- 8.1.2 The licensee shall display the list of such assessing officers in all its offices and put on its website. The photo identity cards shall be issued to such officers.
- 8.1.3 An assessing officer designated as such by the State Govt. under Section 126(6) of the Act, shall on receipt of reliable information regarding "unauthorized use of electricity" as in explanation 126(6)(b) of the said Section, promptly inspect such premises.
- 8.1.4 The members of the inspection team of the licensee shall carry along with them their visiting cards and Photo Identity Cards (Photo Identity Card should indicate that he is an authorized assessing officer of licensee under section 126 of the Act). Photo Identity Cards should be shown and visiting cards handed over to the owner of the premises or his representative before entering the premises.
- 8.1.5 If on inspection of any place or premises or after inspection of the equipment, 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 then an inspection report inter-alia indicating connected load for unauthorized use of electricity, condition of meter and its seals and also details of evidence as laid down in explanation (b) of sub-section (6) of Section 126 of the Act, substantiating the unauthorized use of electricity shall be prepared on the prescribed format. The event would invariably be photographed or video graphed with cameras having facility for recording date and time of event.

Provided that in a case where the device utilized for the purpose of unauthorized use of electricity happens to be a tampered meter, such meter shall be confiscated and the supply shall be disconnected till a new meter is installed.

- 8.1.6 The inspection report shall clearly indicate whether sufficient evidence substantiating the unauthorized use of electricity was found or not. The material/device utilized for the purpose of such unauthorized use shall be confiscated and kept as a proof along with photographs / video graph of the premises. All documents prepared should be legible.
- 8.1.7 The assessing officer shall sign the inspection report. The person present at site may also sign the inspection report. A copy of the same shall be handed over to the owner/occupier or his representative present at site under proper receipt.
- 8.1.8 In case of refusal to accept the report, a copy of the inspection report shall be pasted at a conspicuous place outside the premises and photographed. Simultaneously another copy of the same report shall be sent under registered post/speed post on the same day or next day of the inspection.

8.2 Notice to the Consumer:

- 8.2.1 If the assessing officer comes to the conclusion that unauthorized use of electricity has taken place, he shall provisionally assess to the best of his judgment the electricity charges payable by such person or by

any other person benefited by such use and shall serve, within seven days of inspection, the provisional assessment order along with a notice to the person for showing cause as to why a case of unauthorized use of electricity should not be made against him. While doing so the assessing officer shall compute the amount payable by the person benefited by unauthorized use of electricity as per provision laid down in Sub-Section 5 read with Sub-Section 6 of Section 126 of the Act and as per procedure specified in Annexure - II to these Regulations. The show cause notice should clearly state the time and date by which the reply has to be submitted and the designation and address of the person to whom it should be addressed.

- 8.2.2 If the person served with the order of provisional assessment accepts such assessment, the provisional assessment shall be treated as final assessment. The person shall then deposit the assessed amount with the Licensee within seven days of service of such provisional assessment order upon him and the matter shall be closed.
- 8.2.3 If the person does not accept the show cause notice/provisional assessment, he shall be entitled to file objections against the show cause notice / provisional assessment before the assessing officer within seven (7) days.

8.3 Personal Hearing

- 8.3.1 Within four (4) days of the receipt of objections from the person, the assessing officer shall arrange a personal hearing with such person.
- 8.3.2 If during the personal hearing, the assessing officer and the person arrive at a consensus, then the assessing officer shall pass a final speaking order based upon such consensus. If no such consensus is arrived at during the personal hearing, the assessing officer shall give due consideration to the facts submitted by the person and pass, within fifteen (15) days, a speaking order as to whether the case of unauthorized use of electricity is established or not. Speaking order shall contain the brief of inspection report, submissions made by the person in his written reply and oral submissions made during personal hearing and reasons for acceptance or rejection of the same and shall contain final assessment.
- 8.3.3 In the final assessment order issued under section 126(3) of the Act, it shall be clearly mentioned that the order is challengeable before the appellate authority (name, designation and address to be mentioned) under section 127 of the Act, within 30 days of the said order.
- 8.3.4 In case unauthorized use of electricity is not established, further proceedings shall be discontinued and case of unauthorized use of electricity shall be dropped immediately and the person concerned shall be informed accordingly.
- 8.3.5 The person served with the final order of assessment may accept such assessment and deposit the assessed amount with the licensee within seven (7) days of the service of the order on him.
- 8.3.6 In case the person served with the final order of assessment is not satisfied with the assessment, he may file an appeal before the appellate authority designated by the State Govt. under Section 127 of the Act.
- 8.3.7 In case the person neither files the appeal nor deposits the assessed amount, within the period prescribed, his connection shall be disconnected.

8.4 Appeal to Appellate Authority

- (1) Any person aggrieved by the final order made under Section 126 of the Act may, within thirty days of the said order, prefer an appeal in such form, verified in such manner and be accompanied by such fee as specified by the Commission, to an appellate authority as prescribed.
- (2) No appeal against an order of assessment under sub-section (1) of Section 127 of the Act shall be entertained unless an amount equal to half (1/2) of the assessed amount is deposited in cash or by way of bank draft with the licensee and documentary evidence of such deposit has been enclosed along with the appeal.
- (3) The appellate authority referred to in sub-section (1) of Section 127 of the Act shall dispose of the appeal after hearing the parties and pass appropriate order and send copy of the order to the assessing officer and the appellant.
- (4) The order of the appellate authority referred to in sub-section (1) of Section 127 of the Act passed under sub-section (3) of Section 127 of the Act shall be final.
- (5) No appeal shall lie to the appellate authority referred to in sub-section (1) of Section 127 of the Act against the final order made with the consent of the parties.

8.4.1 In case the appellate authority holds that no case of unauthorized use of electricity is established, no further proceedings will be initiated by the licensee and the amount deposited by the appellant shall be refunded along with interest at the saving bank rate of State Bank of India.

8.4.2 In case the amount payable as determined by the appellate authority is less than the amount already deposited by the person, the excess amount will be refunded by adjustment in the bills of the immediately succeeding months along with interest at the saving bank rate of State Bank of India from the date of such excess deposit till the date of actual adjustment.

8.5 Default in payment of amount assessed

When a person defaults in making payment of assessed amount, the supply shall be disconnected forthwith. Further, in addition to the assessed amount, he shall be liable to pay, on the expiry of thirty days from the date of order of assessment, an amount of interest at the rate of sixteen (16) percent per annum compounded every six months.

8.6 General

- 2) Unauthorized extension of load shall not be considered as unauthorized use of electricity. It shall, however, attract penalty as prescribed under Regulation 9.
- 3) In the cases where consumer has been paying electricity charges for higher tariff category but using electricity for lower tariff category and no other irregularity is found, no case of unauthorized use of electricity shall be booked. The licensee shall take action forthwith to put the consumer in appropriate category.
- 4) In the case of change in tariff category either due to tariff order of the Commission or any other order, Regulation or statutory provision, it shall be incumbent upon the licensee to identify such cases and give them opportunity by servicing an advance notice to get their tariff

category changed accordingly and till then no case of unauthorized use of electricity shall be booked in such cases.

- 5) During the checking of a premises, if the load is found running in a category for which the tariff is lower than the one under which the connection had been applied and released, then no penalty shall be charged on account of load having been found in a category other than the one for which the connection had been applied and released.
- 6) In case telescopic tariff is applicable to one category of usage; total bill amount of preceding one year shall be calculated under the applicable category and if the billing already made is in excess to the amount so calculated; no case of unauthorized use of electricity shall be booked in such cases
- 7) In the cases where the consumer has not concealed the category of usage of supply while applying for the connection but the load was sanctioned under a wrong category by the sanctioning authority; only the difference of the tariff from the date of connection shall be charged and no case of unauthorized use of supply or theft of electricity shall be made. The future billing, however, shall be made on the applicable category
- 8) During the first checking of any premises, if any load is found running in a category for which the tariff is higher than the one under which the connection had been applied and released, the penalty will be charged under Section-126 of Electricity Act 2003. While calculating the penalty amount in such cases, only the load found running in the unauthorized category shall be considered. In such an event a notice will be served to the consumer giving detailed calculation of the penalty amount with a specific mention therein asking the consumer to remove such load found in the unauthorized category within 15 working days of the date of service of the notice and to submit an affidavit on Non Judicial Stamp Paper of ` 10/- duly attested by Notary Public, clearly stating therein that the load found under unauthorized category during checking has been removed.
- 9) In case, the load found running under unauthorized category is not removed and/or compliance of the notice served by the licensee is not made by the consumer within the stipulated period or where after making the compliance of notice; during the subsequent checking's the load is again found running in an unauthorized category having a tariff higher than the one in which it is being currently charged, the penalty shall be charged under Section-135(e) of the Electricity Act 2003 considering it as a dishonest use of electricity in an unauthorized category.
- 10) If during checking, load is found running in a category having two-part tariff i.e. energy charges and fixed charges, the fixed charges being applicable on the sanctioned load / contract demand, whichever is applicable, the energy charges plus fixed charges shall be the criteria to determine whether the load found in unauthorized category has a tariff higher or lower than the one under which the connection had been applied and released.

9. Unauthorized extension of load

9.1 Unauthorized extension of load, wherever detected, shall not be considered as a case of unauthorized use of electricity under sections 126 & 135 of the Electricity Act, 2003 but shall be penalized in the following manner.

9.2 Checking of unauthorized extension of load at the consumer premises.

9.2.1 Domestic Supply connections.

- (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 officials 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 both (a) and (b) above 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. 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) Domestic Supply connections where AMI is installed

In cases where the smart meter is installed having remote connection & disconnection facility, if the maximum demand has exceeded the sanctioned load, then an alarm will be sent on his registered mobile/in home display system to make consumer aware that he is exceeding the sanctioned load. If the maximum demand is increased by more than 10% of the sanctioned load, the supply will be automatically disconnected for 5 minutes interval and thereafter be reconnected automatically. This process shall work for 3 instances of violation. For further instances of violation, the meter lock out period shall be 15 minutes for 4th and 5th instance and 30 minutes after the 5th instance, to avoid outage / overloading and to maintain the reliability of supply to the consumers.

However, the above provision / functionality shall be evoked only on those feeders on which a consumer faces voltage drop of 6% or more in order to maintain the reliability and quality of supply as per the voltage regulation ($\pm 6\%$) defined in the standard of performance for the distribution licensee under HERC regulation no. HERC/04/2004.

9.2.2 All LT connections including AP connections other than Domestic Supply connections.

- (a) The physical checking of the premises, if required, would be carried out by an officer not below the rank of SDO. A policy of pick and choose by the junior officials shall not be followed. 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 billings cycles, as indicated by the energy bill then JE with prior approval of the SDO may conduct the checking.
- (b) 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, 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. 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) All categories of connections on LT supply where AMI is installed

In cases where the smart meter is installed having remote connection & disconnection facility, if the maximum demand has exceeded the sanctioned load, then an alarm will be sent on his registered mobile/in home display system to make consumer aware that he is exceeding the sanctioned load. If the maximum demand is increased by more than 10% of the sanctioned load, the supply will be automatically disconnected for 5 minutes interval and thereafter be reconnected automatically. This process shall work for 3 instances of violation. For further instances of violation, the meter lock out period shall be 15 minutes for 4th and 5th instance and 30 minutes after the 5th instance, to avoid outage / overloading and to maintain the reliability of supply to the consumers.

However, the above provision / functionality shall be evoked only on those feeders on which a consumer faces voltage drop of 6% or more in order to maintain the reliability and quality of supply as per the voltage regulation ($\pm 6\%$) defined in the standard of performance for the distribution licensee under HERC regulation no. HERC/04/2004.

9.2.3 In cases of all HT connections other than Domestic Supply connections.

- (a) The physical checking of the premises, if required, would be carried out by an officer not below the rank of SDO. A policy of pick and choose by the junior officials shall not be followed. 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 billings cycles, as indicated by the energy bill, then JE with prior approval of the SDO may conduct the checking.
- (b) In cases where the maximum demand has exceeded the sanctioned load / contract demand by more than 5%, the licensee shall issue a notice to the consumer intimating that he has exceeded his sanctioned load / contract demand and he should either remove the additional load or get the same regularized after completing the formalities for extension of load as per Regulation 4.12.

9.2.4 Concept of 'Brown Out'.

While doing the concept of Brown Out to follow the protocol as under:-

- i. Whenever, the situation arises where in 11 KV feeder/feeders becomes overloaded to the extent that will result in the tripping of the feeder, brown out shall be implemented for the consumers on those feeders till the overloading continues. Consumers shall be intimated through display communicated on the smart meter with an alarm / SMS before calling 'brown out'.
- ii. Whenever, the situation arises where in power is partially available due to failure in transmission network or generating station or in sub-station, the above procedure shall be followed.
- iii. However, this is without prejudice to duty of licensee to augment its infrastructure and supply electricity as per terms and conditions of licensee and Regulations in vogue.
- iv. Licensee shall ensure sensitization of consumers and wide publicity of the above, before implementation of the concept.

9.3 Levy of penalty on account of unauthorized extension of load, in addition to action under Regulation 9.2 above.

9.3.1 In case of Domestic Supply connections / bulk domestic supply connections

In cases where the billing has been on minimum monthly charges for three consecutive billing cycles, if on physical checking or through MDI reading, the connected load is detected to be exceeding by more than 10% of the sanctioned load, a onetime penalty @ ` 400 per KW or as amended by the Commission from time to time shall be levied on excess load including 10%. 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 physical checking. The consumer shall be given 30 days period to deposit the penalty amount and enhanced security deposit for such increase in sanctioned load. If the consumer fails to do so, the amount of penalty and enhanced security deposit shall 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.

In all other cases where billing has not been on minimum monthly charges for three consecutive billing cycles there shall be no penalty if the load exceeds the sanctioned load and only the procedure under Regulation 9.2.1 (b) shall be followed.

Every consumer shall have the option to get the energy meter with MDI facility installed for his electrical connection.

9.3.2 In case of Non - Domestic Supply connections, Independent hoarding / decorative lighting connections, bulk supply connections and street lighting supply connections.

If on physical checking or through MDI reading, the connected load is detected to be exceeding by more than 10% of the sanctioned load, a onetime penalty @ ` 500 per KW or as amended by the Commission from time to time shall be levied on excess load including 10%. 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 physical checking / MDI reading. The consumer shall be given 30 days period to deposit the penalty amount and enhanced security deposit for such increase in sanctioned load. If the consumer fails to do so, the amount of penalty and enhanced security deposit shall 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.

In such cases, if the load of the consumer exceeds 20 KW, then the penalty shall be levied @ 130 per kW per month or as amended by the Commission from time to time on the excess load including 10%, 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.

9.3.3 In case of LT Industrial Power Supply

If the connected load of a consumer is detected to be exceeding by more than 10% of the sanctioned load, the excess load shall be treated as unauthorized load. Wherever use of unauthorized load is detected by the licensee, the excess load shall be charged a penalty at the rate of 220/- per kW per month (or as amended by the Commission from time to time) 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 consumer will have to submit the revised test report alongwith all relevant documents and additional advance consumption deposit. The penalty shall remain chargeable only upto one month after 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, failing which the consumer shall not be liable for any penalty for the additional period after one month.

9.3.4 Public water works supply

If the connected load of a consumer is detected to be exceeding by more than 10% of the sanctioned load, the excess load shall be treated as unauthorized load. Wherever use of unauthorized load is detected by the Licensee, the excess load including 10% shall be charged a penalty at the rate of ` 150/- per kW per month (or as amended by the Commission from time to time) 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 consumer will have to submit the revised test report alongwith all relevant documents and additional advance consumption deposit. The penalty shall remain chargeable only upto one month after 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, failing which the consumer shall not be liable for any penalty for the additional period after one month.

9.3.5 H.T Industrial and steel furnace power supply

Under this category, the maximum load which can be drawn by a consumer is the contract demand declared by him which is referred to as the sanctioned contract demand.

In case the maximum demand of a consumer exceeds his sanctioned contract demand in any month by more than 5%, a surcharge of 25% (or as amended by the Commission from time to time) will be levied on the charges towards total sale of power during that month.

9.3.6 Railway Traction and DMRC

In case the consumer exceeds his sanctioned contract demand in any month, the excess demand shall be charged a penalty @ ` 125 per KVA or part thereof per month (or as amended by the Commission from time to time). In case the consumer exceeds his sanctioned 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.

9.3.7 Agriculture supply (metered/un-metered)

If the connected load of a consumer is detected to be exceeding by more than 10% of the sanctioned load, the excess load shall be treated as unauthorized load. Wherever use of unauthorized load is detected by the Licensee, a penalty on the excess load including 10% shall be charged at the rate of Rs.500/- per BHP or part thereof 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 consumer shall maintain its sanctioned load and will have to submit fresh test report to this effect. The penalty shall remain chargeable only up to the month of submission of requisite documents/test report.

The consumer should either remove the additional load or get the same regularized after completing the formalities for extension of load as per Regulation 4.12.

9.4 General

- 9.4.1 In all the consumer categories mentioned under Regulations 9.3.1 to 9.3.6 above, the consumer will have to submit the revised test report (wherever applicable) along with all relevant documents. The competent authority shall sanction the revised load within one month of the receipt of complete documents from the consumer. Load enhancement shall be sanctioned subject to technical feasibility.
- 9.4.2 In all the consumer categories mentioned under Regulations 9.3.1 to 9.3.6 above, if there is change in category with the excess load i.e. from LT supply to HT supply and it is not possible to regularize it as HT supply, then the consumer will be allowed at his option to have the load sanctioned up to 50 kW and remove the excess load.
- 9.4.3 Unauthorized extension of load shall not be considered as unauthorized use of electricity. It shall, however, attract penalty as prescribed above under these Regulations.

10 Disconnection and Reconnection of Supply

10.1. Disconnection of supply due to non-payment

10.1.1 Where a consumer neglects to pay any consumption charge for electricity or any other amount due from him to a licensee, by the due date mentioned in the bill, in respect of supply of energy to him or in respect of supply, transmission or distribution or wheeling of electricity to him, the licensee may, after giving not less than fifteen (15) clear days' notice in writing to such person and without prejudice to his rights to recover such charge or other sum by suit, cut off the supply of electricity and for that purpose cut or disconnect any electric supply line or other works being the property of such licensee or the generating company through which electricity may have been supplied, transmitted, distributed or wheeled and may discontinue the supply until such charge or other sum, together with any expenses incurred by him in cutting off and reconnecting the supply, are paid, but no longer.

Provided that the supply of electricity shall not be cut off if such consumer deposits under protest -

- (a) an amount equal to the sum claimed from him, or
- (b) the electricity charges due from him for each month calculated on the basis of average of amounts for electricity paid by him during the preceding six months,

whichever is less, pending disposal of any dispute between the consumer and the licensee.

Further: -

- i) A notice shall be printed on the electricity bill itself to the effect that in case the consumer fails to make the payment of the bill within 15 days of the due date along with surcharge applicable, the consumer shall be liable for disconnection of his supply.
- ii) Further, in case a consumer fails to make the payment of the bill of a billing cycle by the due date and his connection has not been already disconnected, then the bill in the next billing cycle shall be prepared on a distinct color paper highlighting the unpaid amount of the last bill along with a notice printed on the bill itself that in case the amount due is not paid by the due date, the supply shall be disconnected without any further notice.
- iii) Simultaneously, with issue of such bills which contain a notice for permanent disconnection, a statement of such defaulting consumers shall be generated by the computer. Thereafter, it will be incumbent upon the SDO concerned to monitor such defaulting consumers mentioned in the statement and to make such extra efforts that the consumers pay their outstanding bill(s) by the due date.
- iv) After the lapse of the due date for payment of the above bills of 2nd billing cycle, the information about non-payment of bills despite notice of permanent disconnection shall be generated and an individual letter directing the SDO concerned to immediately disconnect the supply of such consumers shall be issued on a distinct color paper.
- v) The SDO shall ensure that these orders are promptly complied with, failing which penal provision as mentioned below shall apply:-

The permanent disconnection of such consumers shall be monitored by the authorities concerned and checked at random. In case the permanent disconnection was not done by the

employee deputed for the purpose, the consumption of defaulting consumer after the date of reading for 3rd Billing cycle till the date of permanent disconnection shall be recovered in the shape of penalty from the employee concerned.

- vi) If at the time of affecting the permanent disconnection, it is noticed that the consumer has made the payment and he submits the proof of payment, the remarks regarding payment received will be recorded with details of payment received on the permanent disconnection order and the supply will not be disconnected.
- vii) In case the employee deputed to affect the permanent disconnection faces any serious resistance from the defaulter(s) and he apprehends that the law and order problem can arise, he shall immediately contact the higher authorities i.e. SDO or his superiors. It will be incumbent upon the SDO/XEN in-charge to arrange for necessary police help and support from the District / Police Administration and to disconnect the supply with intimation to his senior officers.
- viii) The above provisions are mandatory. However, it will not debar the distribution company from disconnecting the supply even earlier in case the dues are not paid in time".

10.1.2 However, before disconnecting supply, an adult member of the family should be informed. If proof of removal of cause of disconnection has been produced to the satisfaction of licensee's employee deputed for disconnection, the supply shall not be disconnected.

10.1.3 Disconnection will normally be effected in the forenoon and in any case not after 6 P.M.

10.1.4 Notwithstanding anything contained in any other law for the time being in force, no sum due from any 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 arrears of charges for electricity supplied and the licensee shall not cut off the supply of the electricity.

10.1.5 In case of continued default in payment of electricity charges and any sum due to licensee by any consumer, the licensee shall be entitled to terminate the agreement executed by the consumer as per the terms and conditions of supply of the licensee as approved by the Commission.

10.1.6 On termination of agreement and permanent disconnection, if the consumer wishes to revive the connection, he would have to apply afresh and the application would be considered only after all outstanding dues have been cleared. The reconnection shall be allowed without reckoning as new case provided the consumer (except Agriculture pump-sets consumers in whose case the period allowed shall be 2 years) applies within 6 months of termination of agreement and permanent disconnection.

10.1.7 On receiving a request from the consumer to disconnect his supply temporarily for a period up to six months, the disconnection shall be done within 24 hours of receiving such request in writing from the consumer provided he has paid all the charges. The consumer shall be liable to pay disconnection / reconnection charges and any other charges as approved by the Commission to avail the facility of temporary disconnection. The period of disconnection can be extended on receipt of a written request from the consumer and necessary charges being deposited in advance.

10.2 Restoration of supply of electricity

10.2.1 Where a wrongful disconnection has taken place, the supply should be restored within six (6) hours of lodging the complaint.

10.2.2 If any service is disconnected on account of non-payment of electricity charges or any other charges due to Licensee, the consumer shall pay all such charges before reconnection. The Licensee shall restore the electrical supply in not more than 6 hours in the cities and towns & within 12 hours in rural area after the consumer has produced the proof of payment of charges.

11 Tampering or distress to electrical plant, lines or meter

11.1 If the equipment i.e. electrical plant, lines or meter etc. of the licensee placed in the consumer premises or at the entry point is found tampered or distressed, the licensee shall be entitled to recover the expenses incurred for restoration of such plant, line, meter etc., without prejudice to licensee's right to take action under appropriate provisions of the Act, including disconnection of supply under section 56 of the Act for non-payment of the cost for replacement/rectification.

In case of damage to the equipment, provision of Regulation 4.15.3 (5) shall apply.

11.2 Any case of damage to a meter (except theft cases) shall be dealt as per Regulation 5.3.1 (2).

Any case of damage of the equipment, other than meter, shall be dealt as per Regulation 4.15.3 (5)

12 Entry of Licensee in consumer's premises

12.1 A licensee or any other person duly authorized by him may, at any reasonable time, and on informing the occupier of his intention, enter any premises in which the electric supply lines or other works have been lawfully placed by the licensee for the purpose of -

- a) Inspecting, testing, repairing or altering the electric supply-lines, meters, fittings, works and apparatus for the supply of electricity belonging to the licensee; or
- (b) Ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or (c) Removing any electric supply-lines, meters, fittings, works or apparatus belonging to the licensee where a supply of electricity is no longer required, or the licensee is authorized to take away and cut off such supply; or
- (d) Disconnection of Supply under Regulation 10 and or
- (e) Delivery of bills

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

- (a) Any premises or land referred to in Regulation 12.1 for any of the purpose mentioned therein, or
- (b) Any premises to which electricity is to be supplied by him, for the purpose of examining and testing the electric wires, fittings, works and apparatus for the use of electricity belonging to the consumer.

12.3 Where a consumer refuses to allow a licensee or any person authorized as aforesaid to enter his premises or land in pursuance of

the provisions of Regulation 12.1 or Regulation 12.2, refuses to allow him to perform any act which he is authorized by those Regulations to perform, or fails to give reasonable facilities, the licensee may after expiry of twenty four hours from the service of a notice in writing on the consumer, disconnect the supply to the consumer till such refusal or failure continues.

12.4 The authorized personnel visiting the consumer premises must follow the following codes/procedure

- (a) Each and every person entering in to the premises should have identity card issued by the licensee with him. The identity card must be placed in a manner so that the consumer can easily see the same.
- (b) Each and every Member of staff including officers entering in to the premises should wear the nameplate with the designation and must carry instruction sheet/job sheet in respect of the job which he is required to execute and will show to the consumer.
- (c) Site report of the job shall include date and time of completion of the job and will be signed by the consumer.
- (d) Consumer shall cooperate with the Licensee's personnel and make the premises available to them for carrying out their duty to enable Licensee to provide better service.

13 Service of notice

13.1 Any order/ notice to the consumer by the licensee including the notice under section 56 of the Electricity Act, 2003 shall be deemed to be duly served by the licensee if it is:

- (a) Sent by registered post, by courier, or printed on the bill (for defaulters only) or other similar means, or
- (b) Delivered by hand to the person residing at the address notified to the licensee by the consumer, or
- (c) Affixed at a conspicuous part of such premises in case there is no person, to whom the same can with reasonable diligence be delivered.

13.2 Documents or notices so posted under Regulation 13.1 shall be presumed to have been duly received by the consumer on the date on which he could be reasonably expected to receive the same.

14 Interpretation

These Regulations shall be read and construed in all respects as being subject to the provisions of the Electricity Act 2003 and all its subsequent amendments and Haryana Electricity Reform Act 1997. The provisions of any other law relating to supply of electricity for the time being in force and nothing contained in these Regulations shall abridge or prejudice the rights of the Licensee and the consumer under any Central or State Act or rules made there under.

15 Complaints redressal system

15.1 *Complaints redressal system/procedure shall be as per the Haryana Electricity Regulatory Commission (Guidelines for establishment of Forum for Redressal of Grievances of the Consumers, Electricity Ombudsman and Consumer Advocacy) Regulations, 2019 read with subsequent amendment, or re-enactment thereof, if any.*

15.2. Compensation/penalty for delay

The person/consumer aggrieved with non-adherence of timelines specified therein in the Regulations with respect to a particular work, may seek remedy to get the compensation/penalty from the distribution licensee as specified under the Haryana Electricity Regulatory Commission (Standards of Performance for the Distribution Licensee) Regulations, 2004 read with amendments or its re-enactment thereof, if any.

16 Powers to remove difficulties

If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may, by general or special order, give the necessary clarifications, not being inconsistent with the Electricity Act, 2003, which appears to the Commission to be necessary or expedient for the purpose of removing difficulties.

17 Power to amend

The Commission may, at any time vary, alter, modify or amend any provision of these Regulations after following the due process.

18 Approval of Forms / Formats / Notices

All the Forms / Formats / Notices, as referred to in these Regulations, shall be devised by the licensees within one month from the date of Notification of these Regulations and shall be submitted to the Commission for its approval. Till such time these are approved by the Commission, the licensees shall continue to use the Forms / Formats / Notices already devised by them.

19 Repeal

The Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2004 issued vide Regulation No. HERC/05/2004 and notified on 10th August, 2004, including its amendments issued subsequently, are hereby repealed.

By the order of the Commission

(-Sd-)
Secretary
Haryana Electricity Regulatory Commission

Annexure - 1
Procedure for Determination of Connected Load

1. Domestic Supply connection

The Connected load of a domestic supply connection shall be worked out in the following manner:-

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	i) Up to two ACs, full load as per rating of the ACs to be taken. ii) 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 connected load.
5	Wall socket (5 Amp)	200 watt per socket point. One third of socket points to be taken rounded off to the next higher number.
6	Wall socket (15A)	1000 watt per socket (excluding power sockets meant for ACs & Geysers). One third of socket points to be taken rounded off to the next higher number.
7	Any other motive load like Central Air Conditioning Plant.	As per actual rating
	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.

2. For all connections other than Domestic Supply connections

The Connected load of a connection other than domestic supply connection shall be worked out in the following manner:-

A) Light load		
Sr. No.	Item	Load (Watts)
1	Light Points	As per actual rating of light lamps installed
2	Fan Points	60 watt per fan point
3	Air Conditioners	As per actual rating installed
4	Geysers	As per actual rating installed
5	Wall socket (5 Amp)	200 watt per socket point. One third of socket points to be taken rounded off to the next higher number.
6	Wall socket (15A)	1000 watt per socket (excluding power sockets meant for ACs & Geysers). One third of socket points to be taken rounded off to the next higher number.
7	Any other motive load like Central Air Conditioning Plant.	As per actual rating
	Total Load (A)	

B) Motive load / Industrial Load				
Sr. No.	Details of Motors / Equipment	BHP rating	Load in KW	Remarks, if any
1				
2				
4				
5				
	Total Load (B)			
C	Total connected load (A+B)			
D	Declared contract demand (Wherever applicable) in KW/KVA =			

Annexure - II

**Assessment of electricity charges in cases of
Unauthorized use/theft of electricity
(See Regulations 7 & 8)**

(1) Assessment of electricity charges in the case of Unauthorized use of electricity under Section 126 of the Act.

- (a) Where it is concluded 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. If, however, in a case, where the period of unauthorized use of electricity cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection.
 - (i) The consumption of electricity in such case will be computed on the basis of the meter reading.
 - (ii) If, the consumption of electricity cannot be computed on the basis of meter reading, then the same will be computed on the basis of the formula as detailed in Para 4 below.
 - (b) The electricity charges already paid by a consumer for the electricity consumed during the presumptive period of assessment, if any, will be adjusted in the electricity charges assessed above.
 - (c) The consumer will, on the basis of consumption of electricity computed as above, be liable to pay electricity charges at a rate equal to twice the tariff applicable for the relevant category in which the service should have been classified.
 - (d) Electricity charges in all cases of unauthorized use of electricity will continue to be levied as in sub-Para (c) above till the cause of unauthorized use of electricity is rectified.
- (2) Assessment of electricity charges in cases of theft of electricity as per Section 135 of the Act.
- (a) Where it is *prima facie* established that theft of electricity has taken place, the consumption of electricity will be computed on the basis of the formula as detailed in Para 4 below.
 - (b) The consumption of electricity so computed will be charged for a presumptive period of twelve months preceding the date of detection of theft at two times the normal tariff rate. The period of 12 months may however, be suitably reduced if the authorized officer, for reasons to be recorded in writing, is satisfied that theft of electricity has actually taken place for a lesser period.
 - (c) The electricity charges already paid by a consumer for the electricity consumed during the presumptive period of assessment, if any, will be adjusted in the electricity charges assessed above.
- (3) Any liability under other Laws/Regulations or provisions of these Regulations will be in addition to the electricity charges payable in accordance with Para 1 & 2 above.
- (4) **Formula for assessment of electricity consumption.**
Quantity of units consumed per month shall be worked out as under: -
- In cases where tariff is levied on the basis of connected load: $kW \times DF \times H \times D$
- In cases where tariff is levied on the basis of contract demand: $MD \times DF \times H \times D$
- Where,

KW	=	Connected load actually found at the time of inspection/checking in kilowatts or the sanctioned load, whichever is higher.
MD	=	Maximum demand in KW or KVA, as the case may be, found at the time of inspection / checking or the sanctioned contract demand of the consumer, whichever is higher.
DF	=	DF is the demand factor.
H	=	Number of working hours per day.
D	=	Number of days per month

In the above equation, the demand factor, number of working hours per day and number of days per month, for various categories of consumers, shall be taken as below:-

Sr. No	Category of consumers	Demand Factor (DF)	No. of working hours per day (H)		No. of days/ per month (D)
			Rural feeder	Urban feeder	
1	Domestic supply / Bulk Domestic Supply	25%	8	16	30
2	Non-Domestic supply				
	a) For General consumers	80%	8	12	25
	b) For Restaurants, hotels, petrol pumps and Cinemas.	80%	10	16	30
	c) For Nursing Homes and Hospitals with indoor nursing facilities, shopping malls, mobile towers.	80%	14	20	30
3	a) L.T. Industries having load up to 20 KW.	80%	8	10	25
	b) L.T. Industries having load above 20 KW.	80%	8	16	25
4	Public water works.	100%	6	12	30
5	Street/public lighting,	100%	8	10	30
6	Independent hoarding/decorative lighting.	100%	8	10	30
7	a) Bulk supply (On LT).	50%	10	16	30
	b) Bulk Supply (On HT).	60%	10	20	30
8	HT Industrial Supply				
	a) Continuous Process Industry	80%	8	20	30
	b) General Industry	80%	8	12	25
9	Agriculture Supply	100%	8	8	20
10	Railway traction and DMRC	80%	-	20	30

1.2 Single Point Supply regulations-2020

HERC (Single Point Supply to Employers' Colonies, Group Housing Societies, Residential Colonies, Office cum Residential Complexes and Commercial Complexes of Developers and Industrial Estates/IT Park/SEZ) Regulations, 2020(Sales Circular No. D-17/2020Dated: 06/08/2020).

Please refer to Sales Circular No. D-04/2013 dated 19/1/2013 and D-44/2014 dated 14/11/2014 vide which detailed instructions for connection on single point supply were issued in accordance to HERC Regulation.

Hon'ble Commission vide Notification No. HERC/49/2020 dated 22.04.2020 has notified fresh instructions on the above subject which are also available on the HERC web portal i.e. www.herc.gov.in and are enclosed herewith for strict and meticulous compliance.

This supersedes Sales Circular No. D-04/2013 & D-44/2014. Other relevant Sales circulars are also hereby amended.

**HARYANA ELECTRICITY REGULATORY COMMISSION
BAYS NO. 33-36, SECTOR – 4, PANCHKULA – 134113,
HARYANA**

Single Point Supply to Employers' Colonies Group Housing Societies, Residential Colonies, Office cum Residential Complexes and Commercial Complexes of Developers, and Industrial Estates/IT Park/SEZ Regulations, 2020.

Notification

The 22nd April 2020

Statement of Objects and Reasons

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 had framed the Regulations, Haryana Electricity Regulatory Commission (Single Point Supply to Employer's Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers) Regulations, 2013 (hereinafter referred to as the Principal Regulations or Single Point Supply Regulations, 2013) notified on 9th January, 2013 for laying down the provisions/procedures for supply of electricity at a Single Point to the Residential Colonies 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.

The Commission later observed that the objectives of Single Point Supply Regulations, 2013 are largely achieved if the electricity consumers in such Employer's Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers switch over to electricity supply through pre – paid meters by the distribution licensee. Thus, the 1st amendment to the Single Point Supply Regulations, 2013 was considered and Employers' Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers who opt for electricity supply through pre – paid meters were excluded from the purview of the Single Point Supply Regulation and notified vide Regulation No. HERC/ 27 /2014 on 14th October, 2014.

Pursuant to the notification of the Principal/Single Point Supply Regulation and its first amendment and implementation thereof, few petitions

were filed by the GHS/RWAs involving developers and Distribution licensees where in it has been noticed that there are few issues faced by the residents in such colonies regarding metering, billing and inadequacy in the supply position as well as in- adequate electrical infrastructure installed by the Developers.

In Order to get the feedback from the consumers the Commission held interactive session with RWAs of Group Housing Societies, Residents and Developers at Gurugram and Faridabad. The Commission on hearing the difficulties expressed by the participants in the meetings, asked them to make submissions in this respect in writing as well.

From the averments made by the participants during the interaction held and the written submissions made by them, the Commission framed the following issues for consideration.

- i) The developers have not constructed adequate electrical infrastructure as per approved plan in some of the residential complexes with the result, the residents are not getting uninterrupted and quality power supply.
- ii) The RWA/Developers /Facility Managers in case of certain Single Point Supply Connections are not charging the residents as per the regulations, instead wrong tariff is being charged i.e. highest slab tariff to bulk supply domestic category etc., other consumers like NDS consumers, shopping complex, offices etc. are being charged as per their own rates and terms and conditions.
- iii) Few RWA s /Developers are charging Administration Charges @ 12% on energy consumption charges which is contrary to the provisions of the Regulations.
- iv) The Common Area Maintenance (CAM) charges have also been linked with electricity charges and in case of non-payment of CAM charges, the electric supply of the Residents is disconnected and TDCO/RCO fee is levied as per their own rates.
- v) There is no separate metering for recording the consumption of NDS, Common facilities services and the loads other than the residents in some Societies/Residential cum Commercial Complexes.
- vi) The GHS/Developers/RWAs have not installed the meters as per standard specifications of the Distribution Licensee at the premises of individual consumers and other loads like NDS and Common Services etc.
- vii) The RWA/developers do not ensure that the meters getting defective or dead stop are replaced immediately resultantly such residents and the NDS Load are billed on average basis.
- viii)The Residents raised the issue of meter accuracy and testing/ sealing and submitted that the meter installed by the developers are running fast and need to be tested/ recalibrated.

- ix) The Developer/RWAs requested to make provision in the Regulation for recovery of electricity charges along with DG supply and Common Area Services Maintenance Charges (CAM) through prepaid meters.

Commission observed as under: -

- i) That in order to ensure continuity and reliability of supply in such Societies/Commercial Complexes/Shopping Malls/Industrial Estates, SEZ, the Electrical infrastructure has to be necessarily in place as per approved electrification plan, prior to the release of electricity connections.
- ii) In case of supply on Single Point, the tariff charged by the society/employer should not be higher than the rates determined by the Commission and the developer/RWA, are estopped from recovering the tariff in variance with the tariff determined by the Commission.
- iii) The Commission in its various order(s) has made it clear that common area maintenance charges (CAM)/backup supply charges should not be clubbed with the licensee's supply charges and the connection ought not be disconnected in case the consumer has paid the charges for grid supply.
- iv) Further, the Commission is of the view that for proper accounting of energy, no consumption points in the Colony/complex be allowed unmetered. The meter deployed be of standard specifications, accuracy and healthiness of the metering is to be ensured. The defective or dead stop meter should be replaced expeditiously to avoid billing on average bases and adjustments in bills later.
- v) Commission further observed that recovery of electricity bills, DG supply charges as well as electricity charge for the common area supply may be recovered by the supplier through prepaid meter arrangement, provided, these are separately indicated in the bill.

Further, Dakshin Haryana Bijli Vitran Nigam Limited also filed a petition HERC/PRO-66 of 2017 seeking amendment in the existing Single Point Supply Regulation.

The Commission prepared the draft Regulations, Haryana Electricity Regulatory Commission "Single Point Supply to Employers Colonies, Group Housing Societies, Residential colonies, Commercial complexes/Shopping Mall, Industrial Estate/IT parks/SEZ of Developers" Regulations, 2019 and invited comments, objections from the various Stake holders/ after putting it in public domain, through web site and Newspaper by 28.11.2019. The public hearing was held on 06/02/2020 and after consultative process, the following regulations

are framed.

Regulation No. HERC/49/2020:-

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 Employers Colonies, Group Housing Societies and Residential or Residential cum Commercial/ Commercial Complexes of Developers and Industrial Estates/IT parks/ SEZ which are bounded with walls/fence or having restricted entry, for further supply of electricity to the members/employees and other services/establishments inside their premises by the GHS/Employer/Developer/Industrial Estate/ IT parks /SEZ.

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 Residential cum Commercial/ Commercial Complexes of Developers and Industrial Estates/ IT parks/SEZ) Regulations, 2020.
- (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 an area of land divided or proposed to be divided into plots or flats for residential, commercial, industrial, cyber city or cyber park purposes or for construction of flats in the form of group housing or for the construction of integrated commercial complexes or for division into plots for low-density eco-friendly colony.
- (4) "**Common Facilities**" means the common recreational facilities/services such as common room, society office, street

lighting, sewerage treatment plant, ventilation system, common/parking areas, excluding club, school, convenience stores/shops etc. for the residents of a Housing Society/Colony/Complexes.

- (5) "**Developer**" means a person or a company, duly registered with appropriate authority, engaged in the business of developing residential/residential cum commercial complexes/Malls/IT Parks/Industrial Estates/SEZ **under the license obtained from the Town & Country Planning Department Govt. of Haryana or any other appropriate authority.**
- (6) "**Employer**" means a person including any **company or body corporate or association or body of individuals, in-corporated or not, or artificial juridical person.**
- (7) "**Franchisee**" means a person authorized by a distribution licensee to distribute electricity on its behalf in a particular area within his area of supply.
- (8) "**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 including residential or residential-cum-Commercial Complex developed by a developer duly approved by an appropriate authority/ Registrar of Firms & Societies.
- (9) "**Infrastructure**" means the entire electrical distribution network within the premises of the Group Housing Society/Employers' Colony;
- (10) "**Prepaid Meter**" means a meter defined in the CEA Regulations for regulating the installation and operation of meters which facilitate use of electricity only after advance payment. The meters shall also include associated in-home display / keypad unit.
- (11) "**RWA**" means the Residents Welfare Association or any other similar body for the management of various activities including common facilities/services within the complex.
- (12) "**Users Association**" means the Association of the individual residents/owners/leasee of the space in the shopping Malls, Commercial complex or the Industrial Estate/SEZs beneficiaries of the Single Point Supply or the body of person for the management of various activities including common facilities/services within the Complex/Shopping Malls / Industrial Estates/ SEZs, duly registered with registrar of firms and societies.

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/fence having 20 (twenty) or more residential units and irrespective of connected load shall be given Single Point Supply by the Distribution Licensee at 11 kV or higher voltage, depending upon the feasibility under bulk supply domestic schedule of tariff for making electricity available to his employees residing in the Colony and for common services/ non-domestic loads on such terms and conditions specified by the Commission. Distribution of electricity within the Colony shall be owned and managed by the Employer.
- 3.2** For the existing Employer's colonies, having 20 (twenty) or more number of residential units and irrespective of connected load, which are bounded by wall/fence having 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 Group Housing Societies (GHSs).

- 4.1 a)** All Group Housing Societies seeking new electricity connections which are bounded with walls/fence having 20 (twenty) or more residential units and irrespective of connected load shall be given supply at a Single Point to the GHS at 11 kV or higher voltage depending upon the feasibility under Bulk Supply (Domestic) schedule of tariff for making electricity available to the members of the society residing in the same premises and other loads of common services/ NDS load etc. on such terms and conditions specified by the Commission.

- b) The GHS may also be supplied through individual electricity connections to its residents / members and for common services / NDS loads by the licensee under relevant schedules of tariff and terms & conditions specified by the Commission.

Provided a reference meter is installed by the distribution licensee at its cost at the incoming supply point of the GHS distribution system and the GHS pays for the energy difference in consumption of the GHS as per reference meter and the electricity consumption of all the residents/members residing in the GHS including the consumption for the common services /other non-domestic loads if any as per their individual meter readings for each billing cycle over and above the losses specified by the Commission.

- 4.2** The distribution licensee, on an application from the GHS, as per clause (a) 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. Provided the distribution of electricity within the GHS shall be owned and managed by the GHS.
- 4.3** In case the GHS opts for release of individual electricity connections by the distribution licensee to its residents/members and for common services/NDS load, if any, as per clause 4.1 (b), the GHS will be obliged to furnish an undertaking to the distribution licensee, in the Form enclosed as Annexure-1, and shall give their acceptance to the conditions laid down as per Annexure -1
- (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 of the loads 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 or a representative of the GHS.
 - (c) The total energy consumption of the electricity recorded at the incoming supply point of the GHS as per reference meter shall be compared with summation of the electricity consumption of all the members residing in the GHS as per their individual meter readings and the consumption for the common services /other non-domestic loads as per readings of relevant meters for each billing cycle. An energy difference of 4%, in case of supply up to 11 kV, and 5%, in case of supply at higher voltage, shall

be permissible towards transformation and distribution losses. In case the difference in energy consumption as above for any billing cycle works out to be more than 4%/5% as the case may be, the GHS 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 Bulk Supply (DS) category.

- (d) The distribution licensee shall raise bill for the energy difference for each billing period on the GHS and the same shall be payable by the GHS. If payment is not made within the due date, late payment surcharge, as applicable, shall be leviable. 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.

4.4 After receipt of undertaking as above from the GHS, the distribution licensee shall release individual electricity connection to the residents/members and for the common services under DS category 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.

4.5 In case a new 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 that 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 billed on average basis at the time of commencement of billing for energy difference as per Regulation 4.1 (b)/4.3 The distribution licensee shall also ensure that all the meters getting defective or dead stop subsequently, both for new as well as existing GHSs, are replaced immediately.

4.6 The billing period of Domestic consumers & other categories of connections if any, within the GHS and also for billing of energy difference shall be same as for domestic consumers. However, the ACD/Security for consumption may also be recovered accordingly.

In case of energy difference for the consumption recorded at the

reference meter and the summation of consumption recorded by meters of all individual consumers/residents in the colony including the meters provided for common services/NDS load etc. for any billing period works out to be more than specified limit, the distribution licensee shall conduct a thorough checking / investigation in the GHS to ascertain the reason for higher energy losses and take possible remedial measures. The GHS will extend all cooperation to the staff/officers of the distribution licensee for carrying out such checking/investigation.

- 4.7 In case existing GHS submits application for conversion to Single Point Supply, the conversion to Single Point Supply shall be effected 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

5.1 Supply of Electricity by distribution licensee to appropriate Government

Defence Establishments, MES, Railways, central PWD institutions/works, Jails, Police/ Para Military Establishments/ colonies, Irrigations head works, Universities / Hospitals/ medical colleges, Educational institutions under the control of State Govt./in private sector, the SEZs being considered as deemed licensee under the Act and Delhi Metro Rail Corporation are entitled to avail Single point supply under these regulations subject to the conditions as specified in these regulations and the relevant schedule of tariff categorized based on the uses of load. The distribution of supply within the complex shall be owned & managed by the establishment falling under the clause appropriate government.

Provided further, the entities covered under deemed licensee or the SEZ may also opt to source power from other than the licensee of the area and get their tariff determined from the Commission upon filing ARR petition with the Commission.

5.2 Supply of Electricity to Developer's Commercial Complex, /Shopping Malls/Industrial Estates/IT Park

The Developers / Users Association in such complex(s) seeking new electricity connection on single point supply for their commercial complex/ Shopping Malls /IT Park etc. shall be supplied electricity at Single Point by the distribution licensee of the area for supply to the

individual consumers in such commercial complexes/Shopping Malls/IT Park etc., as per the terms and conditions as specified in the Regulations under the relevant schedule of tariff specified for the respective category of load i.e. bulk supply for commercial complex/shopping mall/IT park & Industrial tariff for Industrial Estate /Group of Industries etc.

Provided the Industrial Estate or a group / cluster of industry may also be provided the Single Point Supply by the distribution licensee subject to approval of the Commission.

Delhi Metro Rail Corporation shall also be provided supply at single point for its traction and other load including the load of various individual consumers of the space leased by it in its various metro stations for commercial activities at the tariff specified by the Commission. However, the such commercial loads shall be metered separately and billed to the Delhi Metro by the licensee at NDS tariff in the single point supply bill.

- 5.3** The individual consumers in the GHS/Employer's Colonies/Residential cum Commercial/Commercial Complexes/ Shopping Malls/Industrial Estates/IT Park where Single Point Supply has been provided shall be treated at par with the consumers of the distribution licensees and shall have the same rights and obligations as that of other consumers of distribution licensee. These consumers shall also be covered under all other relevant Regulations of the Commission including CGRF and Ombudsman Regulations, and tariff order issued by the Commission, provided that in case of the provision of section 126, 135 and 138 of the Act the distribution licensee shall be authorized to take necessary action as per these provisions of the Act in coordination with such Employer's Colony/GHS/ RWAs/Users Associations.

6 Terms & Conditions for Single Point Supply

6.1 Employers' Colonies, Group Housing Societies, Developers' Commercial Complexes/ Shopping Malls/Industrial Estate/IT Parks/ SEZ covered under Regulation 3.1, Regulation 4.1, Regulation 5.1 and Regulation 5.2 respectively.

- (a) For supply of electricity at Single Point to colonies falling under the purview of Regulation 3.1, a GHS as per Regulation 4.1 consumer covered under appropriate Govt/deemed licensee as per regulation 5.1 and Commercial Complex/ Industrial Estates/ IT

park/SEZ covered under Regulation 5.2, the Employer/GHS/Developer/ Users Association shall be obliged to seek connection for 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, common services and other non-domestic/Industrial loads if any. The Distribution Licensee will supply electricity at a Single Point at 11 KV or higher voltage subject to technical feasibility.

Provided that in case of Developer/Users Association covered under Regulation 4.1 or 5.2, the distribution licensee shall ensure, before release of Single Point Supply connection, that the Developer has completed the installation of entire electrical infrastructure within its complex as per the approved electrification Plan.

Provided, if at the time of energization of the system it is noted that the concerned Developer has not executed the complete work as per the electrification plan approved by the licensee, the Developer shall be required to furnish the Bank Guarantee for the balance incompletely work as per regulation 4.12 of HERC Duty to Supply Electricity on request, Power to recover expenditure incurred in providing supply and Power to require Security Regulations, 2016 as amended from time to time. The licensee shall not release single point supply Connection or individual connections under Regulation 4.1(b) to the residents/users in such areas without taking requisite Bank Guarantee.

Provided further, that on completion of the electrical infrastructure by the Developer, the operation and maintenance of these assets shall be handed over to the RWA/Users Association and the Single Point Supply connection if any taken by the Developer shall be got transferred/changed in the name of RWA/Users Association along with all the securities deposited with the distribution licensee and other guarantee/warrantee of the electrical equipments installed.

- b) The Employer/GHS/ Developer/ Appropriate Government/Users Association will install, operate & maintain all infrastructure, including substations/transformers, required for distribution of electricity within the premises of the Employer/GHS/Developer/Users Association at his own cost.

- c) The Employer/GHS/ Developer/User Association shall provide distribution infrastructure including transformer(s)/substation(s) within the GHS/Complex. The meter/metering equipment, for supply of electricity at a Single Point shall be installed at an easily accessible place in the Colony/GHS/Complex. All the equipment installed shall meet with the safety requirements as per Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010.
- d) Employer/GHS/ Developer/Appropriate Government/Users Association shall provide meters for measuring electricity consumption of licensee's supply at Single Point compatible with AMR/AMI system of the licensee and for all the residents, common facilities/services and other non-domestic/other loads etc. as per the standard specifications and duly tested/sealed from the licensee's/accredited test lab.
Employer / GHS / Developer/ Users Association shall be responsible for all liabilities & obligations including individual metering, billing, and collection of charges from individual users and payment of energy bill for Single Point Supply to the Distribution Licensee. The meter reading of the Single Point Supply shall be taken by the distribution licensee in the presence of the security guard and/or a representative, of the Employer/GHS/ Developer/Users Association.

The Employer/GHS/ Developer/Users Association shall ensure, that none of the meters of the residents/users or for the common facilities/services is defective or dead stop. In case of meter getting defective the same shall be replaced immediately and no resident/user or common service connection be billed on average basis for more than one billing cycle. It must be ensured that all the meters getting defective or dead stop are replaced immediately.

General terms and conditions:

- e) Distribution Licensee shall supply electricity to these consumers at the required voltage level at a Single Point and the same shall be covered under Urban supply Category. The Developer/User Association intending to avail Single Point Supply for their area shall be required to submit the requisite documents for approval of the load and electrification plan of his licensed area. The total ultimate load for Single Point Supply shall be estimated based on

the norms/guidelines issued by licensee in this regard from time to time.

- i) The phase wise development of the Electrical Infrastructure of such area/complex/colony as per requirement shall be permitted by the licensee provided the phase wise development of area is approved by the Authority issuing the Licensee i.e. Town & Country Planning Department, Haryana/HRERA. In case the developer/Users Association requests for supply at a lower voltage than the specified voltage as per approved plan for meeting the partial load/demand, the request may be accepted by the Distribution Licensee subject to deposit of cost of works for supply at the lower voltage and furnishing Bank Guarantee (BG) equivalent to as provided in Regulation 6.1(a) for the cost of specified voltage level transmission line bay and , Sub-Station at his end including the cost of balance incomplete electrical infrastructure to be installed. The amount of Bank Guarantee shall keep on reducing with the completion of remaining works of the transmission line, sub-station and the electrical infra structure in the Complex/ colony.

Provided, in case of phase wise development approved by the appropriate authority the connection for phase wise load shall be released to meet the requirement of such complex on completion of electrical infrastructure of the respective phase as per the approved electrification plan of the developer.

- ii) The Developer /Users Association shall deposit an amount equivalent to Security (ACD) of total load/Contract Demand of the consumers in such area as per regulation. The first review shall be carried out only after 12 months consumption from April to March is available with licensee. The interest on Security (ACD) shall be payable to the Users Association as per provisions of the Regulations in vogue.

The connections to the individual consumers and the common services and other loads in such area shall be released by the User Association after executing necessary Agreement, with the individual consumers, specifying the terms and conditions of supply in line with the A&A forms of the Licensee and recovery of Security (ACD) and meter Security and such other charges as approved by the Haryana Electricity Regulatory Commission.

- iii) The Users Association shall develop an efficient coordinated distribution system in its area to supply electricity to the

consumers. This includes installation of Meter(s)/metering equipment for supply of electricity at an easily accessible place in accordance with the provisions in the regulations.

- iv) The power supply shall be made available by the Distribution Licensee to the area as per existing load shedding/power cut instructions as approved by the Commission. However, the Users Association may make its own arrangement for standby back-up power in its area of supply to provide 24X7 days continuous supply and shall ensure that system for standby power shall in no way interfere with the distribution system of the Licensee and shall also ensure there will be no back feeding of supply to Distribution Licensee's system.
- v) All relevant provisions of Supply Code-2014 and amendments thereof, Duty to Supply Regulations 2016 and amendments thereof, Standards of Performance & other regulations framed by the Commission including the tariff orders issued by the Commission from time to time shall be applicable to the Users Associations except Section 126, 135 & 138 of the Act wherein Distribution Licensee shall be authorized to take necessary action. The Users Association shall be responsible for the operation and maintenance of the distribution system within its area of supply to meet with the standards prescribed by the Commission. The Users Association shall render all necessary assistance to Distribution Licensee for any inspection, verification or action to be taken under Section 126, 135 and other provisions of the Electricity Act, 2003.
- vi) Users Association may install dual supply meters as per standard specifications in case back up supply is provided to the consumers for proper accounting of the electricity supplied from Distribution Licensee and the backup source. The Users Association shall certify that all the meters installed are duly tested and calibrated as per provision in the electricity supply code.
- vii) The Users Association shall issue regular monthly electricity bills to the individual consumers residing in the colony/complex on the format approved by the Commission. The resident /users shall be charged for their consumption as per tariff approved by the Commission for respective category of consumers.
- viii) The Users Association shall be responsible for billing, collection of revenue and proper categorization of consumers for correct revenue recovery as per Schedules of Tariff and shall keep updated billing records of all the consumers in the billing data base

- as per Distribution Licensee's requirements and the same shall be supplied monthly to the concerned distribution office of the area.
- ix) The temporary connections for DS/NDS category to the individual occupants of such colonies/complexes for their temporary needs during the period of construction etc. may also be provided by the Users Association to such individual occupants residing in these colonies/complexes. The meters for such connections shall be provided and sealed by the Users Association and consumption shall be charged at temporary supply schedule rates of the Distribution Licensee.
 - x) The GHS/RWA/Developer/Users Association shall ensure meter reading / reading through any other mechanism devised for taking readings accurately for preparation of bills of the individual consumers, common services connection in their GHS/Colonies Complex/Estate/SEZ and shall arrange for Distribution of these bills and the collection of payment from the consumers.

6.2 Existing Employer's Colony/GHSs covered under the provisions of Regulation 3.2 and Regulation 4.7 who opts for Single Point Supply.

- a) The existing Employers Colony/GHS shall submit the application to the Distribution licensee for conversion of electricity supply of the Employers Colony/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 subject to technical feasibility as per Regulation 3.2 and Regulation 4.7 respectively. The cost for conversion to Single Point Supply shall be borne by the distribution licensee. The employees/members residing in the Colony/GHS 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 energy meters installed at the premises of the members/employees residing in the Colony/GHS will be allowed to remain in place and the Distribution licensee will retain the meter security deposits of the employees/members. The responsibility for replacement of meter/installation of new meter shall be of Employer/GHS after the conversion of their supply to Single Point Supply fold.

The advance consumption deposits (ACDs) of the

employees/members/Common Services/NDS connections with the licensee shall be deemed to be the ACD payable by the Employer /GHS for Single Point Supply connection. The members/employees shall forfeit all claims with regard to their individual meter securities/ advance consumption deposits. Similarly, Employer/GHS shall also 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 Employer Colony/GHS has been installed at the cost of Employer/ GHS or the Distribution Licensee, irrespective of fact that whether the ownership is presently with the Employer/GHS, the operation & maintenance of the electrical infrastructure shall be carried out by the Employer/GHS at their cost.
Provided that if the Employer/GHS/ Appropriate Govt. Developer/Users Association, so require, the operation and maintenance may be done by the distribution licensee on payment of the O&M Charges @1.5 % of the cost of internal electrical infrastructure (estimated cost at current rate as per cost data book) per annum provided, the cost of replacement of transformers and switch gears if any shall be borne by the GHS/Developer/Users Association.

6.3 Developers' Commercial complex/Shopping Mall/IT Parks/ Users Association covered under regulation 5.2

The Developers having Single Point Supply connection for their Residential-cum-Commercial/ Commercial Complexes /Shopping Malls / IT Parks etc shall enter into an Agreement with the Distribution licensee of the area of supply through their Users Association and the connection shall be got changed in the name of Users Association once the complex is taken over by the Users Association and shall perform the function of Supply, Metering, Billing and Collection for supply of electricity to the users/ residents, common services, NDS and other category of loads if any in such complexes as per the terms and conditions specified in the Regulations.

6.4 Billing of Single Point Supply

For the purpose of billing of Single Point Supply the energy

consumption and combined maximum demand of Employer Colony/GHS/Residential -cum-commercial Complex/Commercial complex 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 will be admissible to cover the expenses that may be incurred by the GHS/ Employer in meeting their obligations such as individual Metering, Billing, Collection of charges from individual Residents/Users etc. Provided in case of Single Point Supply to Commercial Complex, Shopping Mall, a rebate of 1% in their energy consumption will be admissible to cover the above such expenses.

Further, in case of single point supply to Industry/IT parks /SEZ the billing will be on the consumption of electricity recorded by the meter provided at single point supply.

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 for GHS/Employers colonies and other relevant category tariff i.e. NDS /bulk supply /Industrial tariff in case of Commercial Complex /Users Associations and the Group of Industries.

In case of Employer Colony/GHS the bulk supply (domestic) tariff shall be charged on the consumption of domestic loads and the common services loads including the load of lifts, water and fire pumps. Provided the common services load is in the ratio of 15:85, with domestic load. In case the common services load is more than the ratio prescribed 17.64% of domestic load the excess load shall be charged at the NDS tariff along with other NDS load if any.

Provided further, that 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 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-2.

In case of Single Point Supply to categories covered under the definition of appropriate government, Users Association and Group

- /Cluster of Industries, the tariff as applicable to bulk supply /NDS /Industries shall be chargeable respectively.
- 6.5 The Distribution Licensee may accept part payment against energy bills for Single Point Supply not less than 80% of the amount due as per the energy bills raised in GHS/Employer's Colonies. The GHS/Employer shall, however, ensure that pending payment is cleared in such manner that outstanding arrears at any time are not more than one month old failing which the connection shall be disconnected by the licensee. However, in case of part payment the late payment surcharge, as applicable, shall be payable on the unpaid amount.
- 6.6 a) The Employer/GHS/Users Associations will not charge the Residents/Individual Consumer, Common Services and other category loads in the Colony/GHS/ Complex for electricity supplied, at a rate higher than the tariff for Domestic Supply (DS)/other relevant category, approved by the Commission from time to time.
- b) In case any Employer /GHS/Users Association charge the individual consumers within its complex for electricity supplied at rates higher than the Domestic supply tariff/ other relevant category tariff (as per usage of electricity) approved by the Commission, the aggrieved Residents/Members shall have the right to jointly file a complaint against such GHS/Employer/Users Associations before the CGRF/Ombudsman as per these Regulations for Redressal of their grievances.
- 6.7 The Single Point Supply meter will be read and billed on monthly basis after completion of each calendar month for proper application of tariff as the reading prior to completion of month or post completion of the calendar month may affect the bulk supply (Domestic) tariff slab applicable on Single Point Supply to Employer's Colonies / GHS.
The Employer /GHS shall update the occupancy status (nos. of flats/dwellings occupied as on each billing date) in writing to the licensee for proper billing to avoid any wrong application of tariff for Single Point Supply.
- 6.8 In case the DG backup supply has also been made available for the Residents, the Employer/GHS /Developer/Users Associations 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 such supply by each Resident/user by providing separate/dual register meters for backup supply. It will, however, be mandatory for the Employer/GHS /Developer/Users Associations 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.

- 6.9** In case an individual member/employee/User do not pay his electricity dues to the GHS/Employer/RWA/User Association or his share in the amount payable by the GHS/Employer/Users Associations on account of energy difference i.e energy supplied at Single Point Supply and the summation of consumption of all individual meters within the society/complex less the specified losses as per provisions of Regulation 4.1(a) or Regulation 4.1(b), the Employer/GHS/Users Associations shall be within its rights to disconnect the supply of such defaulting member/resident/User in the GHS complex.

The GHS/Employer /Users Associations shall also recover the TDCO/RCO charges on restoring the supply of the resident's consumers after payment as specified by the licensee.

- 6.10** The GHS/Employer/ Users Associations shall monitor consumption pattern of the individual Consumers and where ever suspect meter accuracy or in case the Consumer disputes the accuracy of the meter, shall get the meter checked for accuracy from the licensee's meter test lab or any other accredited meter test lab.

Provided further, that the periodical inspection/testing and calibrations of the meters shall be carried out as per provisions in the Supply Code Regulations of the Commission to ensure accuracy of the meters installed in the Employer's colonies/GHS/Residential/Residential- cum- Commercial / Industrial Estates/IT parks/SEZs.

- 6.11** The Employer/GHS/Users Associations shall inform the licensee if there is any violation by any individual members of the GHS/Employer's Colony/Users Association area of complex.

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.
- 7** Existing Employer's Colonies /GHSs 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. Provided the Developer having Single Point Supply for their Commercial Complex Shopping Malls etc. shall change over to mode of Single point Supply as provided in these Regulations.
- 8** These Regulations shall not apply to the electricity consumers of Employers' Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers who opt for availing electricity supply through smart prepaid meter from the licensee.
- Provided such Consumers give a consent to the Distribution Licensee of his area of supply, through a resolution, supported by an affidavit, that all the members / residents of Employers' Colonies, Group Housing Societies and Residential or commercial cum Residential Complexes of Developers shall apply to the Distribution Licensee concerned for installation of smart prepaid meters within one month for their loads including common services and other loads if any.
- Provided further, that if all the Members / residents of any Employers' Colonies, Group Housing Societies fail to apply for switching over to electricity supply through pre-paid meter within three months from the date of notification of these regulations, the Distribution Licensee concerned shall forthwith, without issuing any notice, convert the supply to Single Point Supply as envisaged under these Regulations.
- 9.1** The Entities covered under the Single Point Supply Regulations shall be entitled to install Rooftop Solar PV System, provided the Solar generation shall count toward Solar RPO of the Discoms under HERC Rooftop Solar Grid Interactive Systems Based on Net Metering Regulations as amended from time to time.
- Provided further, in case Solar Power Plant is installed by the Industrial Estate/ IT Park/ SEZs (other than Net Metering arrangement in their premises) the Solar generation shall count toward the solar RPO of the Industry / IT Parks/SEZs.
- 9.2** The entities covered under Single Point Supply Regulations shall be entitled to avail open access subject to all the terms and conditions as

specified in the regulations and payment of cross subsidy surcharge, additional surcharge and transmission and wheeling charges etc. as the case may be, determined by the Commission from time to time.

Provided the entities availing the facility of installing the rooftop solar plant under net metering regulations shall not be entitled to avail open access under the regulations or in other words the entities availing open access under the regulations shall not be entitled to install the rooftop solar under net metering regulations.

10. Miscellaneous.

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.

11. Power to remove difficulties

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.

12. Power to amend

The Commission may at any time vary, alter, modify or amend any of the provisions of these Regulations, after following the due process.

13. Repeal and savings

Save as otherwise provided in these Regulations, the Haryana Electricity Regulatory Commission (Single Point Supply) to Employers Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers, Regulation, 2013 including its Amendments issued subsequently are hereby repealed.

By Order of the Commission

Secretary
Haryana Electricity Regulatory Commission

From GHS/Developer/RWA
To Sub Divisional Officer,
..... Sub-Division
Uttar/Dakshin Haryana Bijli Vitran Nigam Ltd.

Subject: Undertaking as per Regulation 4.1(b) of HERC (Single Point Supply to Employer's Colonies Group Housing Societies, Residential Colonies, Office cum Residential Complexes and Commercial Complexes of Developers, and Industrial Estates/IT Park/SEZ) Regulations, 2020.

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

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 6.4 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 of Lifts, water supply pumps and fire fighting pumps	: Ld kW
ii) Total load of common facilities for the residents	: Lc kW
iii) Total Load of office/commercial complexes located within the GHS/Colony covered under NDS Schedule of tariff	: LnDs kW
iv) Total of domestic load and common facilities load	= (Ld+Lc) = Lbs kW
v) Total Energy Consumption recorded at the Single Point Supply Meter	EC kWh
vi) Total Energy consumption to be billed after allowing rebate of 4%/5%	Ect kWh
vii) Combined maximum demand recorded at Single Point Supply Meter	MDc kW

In case total load of common facilities i.e. Lc is more than 15.85 of Ld, the load upto the ratio allowed 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. Provided, in case of Single Point Supply to a complex where significant load of NDS category is served besides the bulk domestic load, separate metering for the NDS load with in the premises shall be mandatory and the energy consumption along with the maximum demand of such load shall be accounted for while raising the bill for the Single Point Supply by the licensee The modified values for Lc, Lbs and LnDs shall accordingly be worked out as under:

(i) Load of common facilities to be covered under BS(D) Tariff	=	$Lc(mod) = 15/85 \text{ of } Ld$
(ii) Total load to be covered under BS(D) Tariff	=	$Lbs(mod) = Ld + Lc(mod)$
(iii) Total load to be billed under 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 be billed under NDS category shall be done as under:

(i) (a) Energy Consumption to be billed under Bulk Supply (Domestic) Category when Lc is not more than $15/85$ of Ld	$\frac{ECt \times Lbs}{(Lbs + 1.70 Lnds)}$
(b) Energy Consumption to be billed under Bulk Supply (Domestic) Category when Lc is more than $15/85$ of Ld	$\frac{ECt \times Lbs}{(Lbs(mod) + 1.70 Lnds(mod))}$
(ii) (a) Energy Consumption to be billed under NDS Category when Lc is not more than $15/85$ of Ld	$\frac{ECt \times (1.70 Lnds)}{(Lbs + 1.70 Lnds)}$
(b) Energy Consumption to be billed under NDS Category when Lc is more than $15/85$ of Ld	$\frac{ECt \times (1.70 Lnds(mod))}{(Lbs(mod) + 1.70 Lnds(mod))}$
(iii) (a) Maximum demand for Billing under BS(D) when Lc is not more than $15/85$ of Ld	$\frac{MDc \times Lbs}{(Lbs + Lnds)}$
(b) Maximum demand for Billing under BS(D) when Lc is more than $15/85$ of Ld	$\frac{MDc \times Lbs(mod)}{(Lbs(mod) + Lnds(mod))}$

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) × energy charges for BS(D)
- (ii) Fixed Charges = Maximum demand as at 2(iii) × 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) × energy charges for NDS
- (ii) Fixed Charges = Total NDS load i.e. Lnd_s or Lnd_{s(mod)} × 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) = $\frac{11520 \times 99}{(99 + 1.7 \times 40)}$
= 6829 kWh
- ii. Energy consumption to be billed under NDS = 11520 – 6829

	=	4691 kWh
iii. Maximum demand for billing under BS(D)	=	$\frac{80 \times 99}{99 + 40}$
		= 56.97 \approx 57 kW
iv. Total Electricity charges for BS (D) load	=	$6829 \times 3.90 + 57 \times 50$
	=	Rs. 29483
v. Total Electricity charges for NDS load	=	$4691 \times 5.50 + 40 \times 130$
	=	Rs. 31000
vi. Total Energy bill for the GHS/Colony	=	$29483 + 31000$
	=	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. Ld	170 kW
b.	Load of common facilities for residents i.e. Lc	50 kW
c.	NDS Load i.e. LnDs	70 kW
d.	Total energy consumption for the month as per Single Point 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. Lc 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:

$$\begin{aligned}
 Ld &= 170 \text{ kW} \\
 Lc(\text{mod}) &= 30 \text{ kW} \\
 Lbs(\text{mod}) &= \\
 (170+30) &= 200 \text{ kW} \\
 LnDs(\text{mod}) &= 70 + (50-30) \\
 &= 90 \text{ kW}
 \end{aligned}$$

i. Energy consumption to be billed under BS(D)	=	$\frac{22080 \times 200}{(200 + 1.7 \times 90)}$
		= 12510 kWh
ii. Energy consumption to be billed under NDS	=	$22080 - 12510$
		= 9570 kWh

iii.	Maximum demand for billing under BS(D)	$= \frac{175 \times 200}{(200 + 90)}$
		$= 120.7 \approx 121 \text{ kW}$
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	$= 54839 + 61942$
		$= \text{Rs. } 116781$

1.3 Open Access regulations-2012

Open Access Regulation---2012 (Sales Circular No. D- 3/2012Dated: 09/04/2012).

HERC has notified the Regulation No. HERC/25/2012 on dated 11/1/2012 regarding Open Access (terms and conditions for grant of connectivity and open access for intra-state transmission and distribution system) and earlier Regulation No. HERC/11/2005 shall stand repealed from 11/1/2012. The same is also available on commission website www.herc.gov.in.

The charges applicable to Open Access Consumer shall be applicable as per the prevailing Instructions issued from time to time and HERC regulation No. HERC/25/2012 on dated 11/1/2012.

HARYANA ELECTRICITY REGULATORY COMMISSION
Notification

The 11th January, 2012

Regulation No. HERC / 25 / 2012: - The Haryana Electricity Regulatory Commission, in exercise of the powers conferred on it by section 181 of the Electricity Act 2003 (Act 36 of 2003) and all other powers enabling it in this behalf, after previous publication, hereby frames the following regulations:-

Chapter – I

General

1. Short title, commencement and interpretation. - (1) These regulations may be called the Haryana Electricity Regulatory Commission (Terms and conditions for grant of connectivity and open access for intra-State transmission and distribution system) Regulations, 2012.

(2) These regulations shall come into force from the date of their notification in the Haryana Government Gazette.

(3) These regulations shall extend to the whole state of Haryana.

(4) The Punjab General Clause Act 1898 (Act 1 of 1898) as applicable to the state of Haryana shall apply to the interpretation of these regulations

2. Scope and extent of application. – These regulations shall apply where an application has been made for grant of connectivity for the purpose of open access to the intra-state transmission and or distribution system and or where an application has been made for long term open access, medium term open access or short term open access for use of the intra-State transmission and or distribution system including when such system is used in conjunction with inter-State transmission system.

Provided that a generating station, including captive generating plant, or a consumer / person shall not be eligible to apply for long term or medium term or short term open access unless he has the connectivity or he applies for connectivity to the intra-State transmission or distribution system as the case may be.

Provided further that a person may apply for connectivity as well as long term or medium term or short term open access simultaneously.

Chapter – II

Definitions

3. Definitions. –In these regulations, unless the context otherwise requires-

- (1) "Act" means the Electricity Act, 2003 (36 of 2003) as amended from time to time;
- (2) "applicant" means any licensee or consumer or a person engaged in generation of power or a person other than consumer who has made an application as per these regulations to the nodal agency seeking connectivity or open access as the case may be;
- (3) "CERC" means the Central Electricity Regulatory Commission;
- (4) "Commission" means the Haryana Electricity Regulatory Commission (HERC);
- (5) "connection agreement" means an agreement between State Transmission Utility (STU), intra-State transmission licensee other than STU, if any and or distribution licensee and an applicant, setting out the terms relating to connectivity to the intra-state transmission system and or distribution system;
- (6) "connectivity" means the state of getting connected to the Intra-State transmission and or Distribution system;
- (7) "consumer" shall carry the same meaning as in the Act, but shall be restricted to such consumers within the State of Haryana to whom these regulations shall apply;
- (8) "contract demand" means demand in kilovolt ampere (KVA) or megavolt ampere (MVA) mutually agreed between the distribution licensee and the consumer as entered into the agreement for supply of electricity;
- (9) "day" means a day starting at 00.00 hours and ending at 24.00 hours;
- (10) "detailed procedure" means the detailed procedure laid down by the STU under these regulations and approved by the Commission;
- (11) "embedded open access consumer" means a consumer who has a supply agreement with the distribution licensee in whose area of supply the consumer is located and avails the option of drawing power from any other person under open access, during a day or more in any month or more than one month during the

year, without ceasing to be a consumer of the said distribution licensee and continues to pay various charges as per tariff schedule applicable to relevant consumer category.

- (12) "imbalance" in a time block for a generating station means its total actual generation minus its total scheduled generation and for a open access consumer means its total actual drawal minus total scheduled drawal.
- (13) "interconnection facilities" means interconnection facilities at interconnection point in respect of generating station or consumer / licensee or applicant, without limitation, inclusive of all facilities such as switching equipment, control, protection and metering devices etc for the dedicated feeder bay, owned by the applicant or by an intra-state transmission licensee or distribution licensee, as the case may be, and located in the premises / switchyard of the STU or transmission licensee or distribution licensee or generating station or consumer or applicant to enable power interchange through the intra-state transmission and or distribution system;
- (14) "interconnection point" means the interface point(s) at which the generating plant / electrical plant and or electric line, including inter-connection facilities, of the applicant or open access consumer or the intra-state transmission licensee, other than the STU, is connected to the intra-state transmission system and or distribution system;

Provided that in case of solar photovoltaic and wind energy generating station the point of connectivity shall be line isolator on outgoing feeder on HV side of the pooling station, and for solar thermal generating station, the point of connectivity shall be line isolator on outgoing feeder on HV side of generator transformer.

- (15) "interface meters" means interface meters installed in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 as amended from time to time;
- (16) "limited short term open access consumer" means a consumer who has a supply agreement with the distribution licensee in whose area of supply the consumer is located and avails open access in distribution and / or transmission system only during pre-scheduled load shedding due to shortage of power.

- (17) "long-term open access" means the right to use the intra-State transmission and or distribution system for a period exceeding 12 years but not exceeding 25 years;
- (18) "medium-term open access" means the right to use the intra - State transmission and or distribution system for a period exceeding 3 months but not exceeding 3 years;
- (19) "month" means a calendar month as per the Gregorian calendar;
- (20) "nodal agency" means the nodal agency referred to in these regulations;
- (21) "open access" means the non-discriminatory provision for the use of transmission lines or distribution system or associated facilities with such lines or system by any licensee or consumer or a person engaged in generation in accordance with these regulations;
- (22) "open access consumer" means any licensee or consumer or buyer or a person engaged in generation who has been granted open access in accordance with these regulations;
- (23) "short term open access" means open access for a period up to one (1) month at a time;
- (24) "SLDC" means State Load Despatch Centre established under section 31 of the Act.
- (25) "stranded distribution capacity" means the distribution capacity which is likely to remain unutilized due to relinquishment of access rights by a long-term open access consumer in accordance with these regulations;
- (26) "stranded transmission capacity" means the transmission capacity in the intra-State transmission system which is likely to remain unutilized due to relinquishment of access rights by a long-term open access consumer in accordance with these regulations;
- (27) "State" means the State of Haryana;
- (28) "Haryana Grid Code" means the Haryana Grid Code specified by the Commission under Clause (h) of sub-section (1) of section 86 of the Act;
- (29) "unscheduled interchange" means the unscheduled interchange of energy as mentioned in the Indian Electricity Grid Code / CERC

regulations or as defined in the Intra-State ABT regulation to be notified by the Commission;

(30) "Year" means the Gregorian year;

Words or expressions used in these regulations and not defined herein but defined in the Act or Haryana Electricity Reforms Act, 1997 or the State Grid Code or any other regulations specified by the Commission shall, unless the context otherwise requires, have the same meaning as assigned to them under the Act or the State Grid Code or other regulations specified by the Commission, as the case may be.

Chapter – III

Coordination committee and detailed procedure

4. Coordination committee. - (1) The STU shall constitute a coordination committee within one (1) month from the date of notification of these regulations. The coordination committee shall have a nominee each of the distribution licensees, transmission licensees and the SLDC. The nominee of the STU shall be the Chairperson of the coordination committee.

(2) The coordination committee shall facilitate timely approval of connectivity and open access application (s) and exchange of information when network of more than one licensee is involved in the open access transactions. The coordination committee shall frame rules for the conduct of its business and also the detailed procedure for grant of connectivity and open access. The rules for conduct of its business and the detailed procedure, consistent with provisions of these regulations and the provisions of Haryana Grid Code, shall be submitted by the coordination committee to the Commission for approval within sixty (60) days from the date of notification of these regulations.

(3) Till such time the rules for the conduct of business of coordination committee and detailed procedure for grant of connectivity and intra-State open access is approved by the Commission, connectivity and intra-State open access shall continue to be granted as per the existing procedure, which shall, however, not be inconsistent with the provisions of these regulations.

(4) The STU, while preparing detailed procedure and various formats for application, approval, agreement etc., may adopt the formats provided alongwith the model terms and conditions of Intra State open access regulations approved by the Forum of Regulators with suitable amendments so as to make all the formats consistent with the provisions of the Act and these regulations.

(5) The person seeking application form for connectivity or intra-State open access shall also be provided a copy of the detailed procedure alongwith each application form. The application form and detailed

procedure shall be given on payment of nominal charges of ₹ 100/-. However, in case of subsequent application, detailed procedure may not be required to be given alongwith the application form but a copy of subsequent amendment, if any, shall be provided to the existing or prospective open access consumers.

Chapter - IV

Grant of connectivity

5. Eligibility for connectivity. – (1) A consumer or a person seeking connectivity for a load of 10 MW and above or a generating station or a captive generating plant having installed capacity of 10 MW and above shall be eligible to obtain connectivity at 33 kV or above. A consumer or a person seeking connectivity for a load of less than 10 MW or a generating station or a captive generating plant having installed capacity of less than 10 MW shall be eligible to obtain connectivity at 33 kV or below

Provided that in case where connectivity cannot be given at the voltage level specified in this regulation due to non availability of requisite system or on account of some system / technical constraints then connectivity shall be given at an appropriate voltage level irrespective of the load of the consumer or the installed capacity of a generating station seeking the connectivity.

Provided further that in case of the consumer or a generating station already connected either to transmission system or the distribution system at voltage level other than that specified in this regulation then such consumer or the generating station shall continue to remain connected at the same voltage level.

6. Procedure for grant of connectivity. - (1) Nodal agency for grant of connectivity shall be the STU and application for grant of connectivity shall be submitted to the nodal agency in the form and manner prescribed in the detailed procedure.

Provided that till such time the detailed procedure prepared by the coordination committee is approved by the Commission, the application for grant of connectivity shall be processed by the nodal agency in accordance with the existing procedure.

(2) The application for grant of connectivity to the intra-State transmission system for the purpose of open access shall be accompanied by a non-refundable fee of ₹ 2,00,000/-. The application for grant of connectivity to the distribution system for the purpose of open access shall be accompanied by a non-refundable fee of ₹ 1,00,000/- The fee shall be in the shape of demand draft drawn in favour of the person as mentioned in the approved detailed procedure.

(3) The application for grant of connectivity with the intra-State transmission system and or the distribution system shall contain details such as proposed geographical location of the applicant, the quantum of power to be injected in the case of a generating station, including a captive generating plant and quantum of power to be drawn in the case of consumer and such other details as specified in the approved detailed procedure.

Provided that in case of any material change in the location or a change of more than 10% in the quantum of power to be interchanged as per the original application, the applicant shall file a new application incorporating revised particulars. No application fee shall be required to be deposited if the new application is filed within 15 days of the filing of the original application. If the new application is filed after 15 days from the date of filing of original application then the same shall be considered as a fresh application and requisite charges shall be payable by the applicant in accordance with these regulations.

(4) On receipt of the application, the nodal agency shall, in consultation and through coordination with other agencies involved in the intra-State transmission system and or distribution system and State Load Despatch Centre, process the application and carry out the necessary feasibility study in accordance with the provisions of the Central Electricity Authority (Technical Standards for Connectivity to the Grid) Regulations, 2007 and IEGC / Haryana Grid Code.

(5) The nodal agency, within forty five (45) days, from the receipt of an application complete in all respects and after considering all suggestions and comments received from other agencies involved in the intra-State transmission system and or distribution system and State Load Despatch Centre, shall:

(a) accept the application with such modification or such conditions as may be stipulated by other agencies which are not inconsistent with these regulations,

(b) reject the application, if such application is not in accordance with the provisions of these regulations or grant of connectivity is not technically feasible, for reasons to be recorded in writing. However, before rejecting an application, opportunity of hearing shall be given to the applicant. In case the applicant does not avail the opportunity within the specified time period, the application shall be rejected forthwith.

(6) In case of acceptance of an application the nodal agency shall make a formal "connectivity offer" to the applicant and forward a copy of the "connectivity offer" to the appropriate intra-State transmission licensee in case connectivity is granted to the intra-State transmission system of an intra-State transmission licensee other than the STU and the concerned distribution licensee as the case may be.

(7) The nodal agency shall mention in the "connectivity offer" the name of the sub-station or pooling station or switchyard or the line, the point of connection etc. where connectivity is to be granted.

(8) In case a dedicated line in the transmission system or distribution system is required to be constructed or where augmentation of the transmission system and or distribution system is to be carried out for grant of connectivity, the nodal agency shall, within 30 days from the date of receipt of application, inform the applicant about the broad design features, estimated cost and the timeframe for completion of the dedicated line or the system augmentation. The cost of construction of dedicated line or the augmentation of the transmission or distribution system and associated facilities shall be borne by the applicant. Requisite steps to be taken in this regard shall be as mentioned in the detailed procedure.

(9) The applicant and all intra-State transmission licensees including the State Transmission Utility and distribution licensee shall comply with the provisions of Central Electricity Authority (Technical Standards for Connectivity to the Grid) Regulations, 2007 and IEGC / Haryana Grid Code as amended from time to time.

(10) Within 10 days from the date of receipt of "connectivity offer" the applicant may either accept the "connectivity offer" or may seek clarification / change. In case some clarification / change have been sought by the applicant, and such clarification / change do not affect the status of original application or the connectivity offer, then the nodal agency shall convey its decision within 10 days from the date of receipt of communication in this regard from the applicant.

Provided that no material change in the original application or the connectivity offer shall be allowed to be considered at this stage. However, in case clarification / change sought by the applicant affect the status of original application or the connectivity offer, such as change in the location or quantum of power etc., then the same shall be considered as new application and processed accordingly.

(11) Immediately after completion of all formalities in accordance with these regulations and the detailed procedure, the nodal agency shall inform the applicant in writing to sign a 'connection agreement' with the STU, on the form and within the time period provided in the detailed procedure.

Provided that in case connectivity is granted to the intra-State transmission system of an intra-State transmission licensee other than the STU, a tripartite agreement, as provided in the Central Electricity Authority (Technical Standards for Connectivity to the Grid) Regulations, 2007 and Haryana Grid Code / IEGC, shall be signed between the applicant, the STU and such intra-State transmission licensee.

Provided further that the nodal agency shall provide a copy of each and every connection agreement to the State Load Despatch Centre and the concerned transmission and or distribution licensee within a week of signing the same.

Provided also that in case the applicant fails to sign the 'connection agreement' within the stipulated period, without seeking extension, the acceptance of applicant to the connectivity offer shall stand lapsed and in case the applicant is interested in seeking connectivity even after expiry of extended stipulated period, his request shall be treated as a fresh application and processed accordingly.

(12) The applicant shall be eligible to be connected to the intra-State transmission system and or distribution system as the case may be from the date mentioned in the connection agreement.

(13) The grant of connectivity shall not entitle an applicant to interchange any firm power with the State grid unless it obtains long-term open access, medium-term open access or short-term open access in accordance with the provisions of these regulations.

(14) A generating station, including a captive generating plant, which has been granted connectivity to the intra-State grid, shall be allowed to inject infirm power into the grid during testing including full load testing before commencing its commercial operation for a period not exceeding three months after obtaining prior permission of the State Load Despatch Centre.

Provided that the State Load Despatch Centre while granting such permission shall keep the grid security in view and ensure that injection of such infirm power is only for the purpose of testing, prior to commencing of commercial operation of the generating station or a unit thereof.

(15) Exit Option: A person shall not relinquish or transfer his rights and obligations specified in the connection agreement without prior approval of the nodal agency. The relinquishment or transfer of rights and obligations by such person shall be subject to payment of compensation to the STU / transmission licensee / distribution licensee, as the case may be, as prescribed in chapter – XII of these regulations.

Chapter - V

Grant of open access

7. System consideration for granting open access. - (1) Before granting long-term open access, the nodal agency shall give due consideration to the planning / augmentation required for the intra-State transmission system or distribution system.

(2) Medium-term open access shall be granted if the resultant increase in power flow can be accommodated in the existing transmission system or distribution system and or the transmission system or distribution system under execution. No augmentation shall be carried out to the transmission or distribution system for the sole purpose of granting medium-term open access.

(3) Short term open access shall be granted for the surplus capacity available on intra-State transmission / distribution system after the use by long term and medium term open access consumers by virtue of:

- (a) inherent design margins
- (b) margins available due to variation in power flows; and
- (c) margin available in the inbuilt spare transmission / distribution capacity created to cater to future load growth.

Provided that construction of a dedicated transmission line shall not be construed as augmentation of transmission system for the purpose of this regulation.

Provided further that if for grant of medium-term or short-term open access system augmentation is required and if the applicant is ready to bear the cost of such system augmentation then the applicant may be granted medium-term or short-term open access, as the case may be, in accordance with the procedure as is applicable in similar circumstances for grant of long term open access.

(4) STU shall compute capacity availability for open access for each transmission segment and for every sub-station. Distribution licensee shall determine the available capacity for allotment for the portion of the distribution system over which open access has been requested for. STU shall compute capacity availability as per following methodology:

(a) Available open access capacity of a transmission system
= $(DC - SD - AC) + NC$

Where: DC = Designed capacity of the transmission segment in MW

SD = Sustained demand in MW (peak) recorded in the segment

AC = Already allotted capacity but not availed in MW

NC = New transmission capacity in MW expected to be added

(b) Available open access capacity of a substation
= $(TC - SP - AC) + NC$

Where TC = Transformer capacity of the sub-station in MVA

SP = Sub-station peak in MVA

AC = Already allotted capacity in MVA but not availed

NC = New transformer capacity in MVA expected to be added.

- (c) The STU shall update these values on monthly basis on the first calendar day of the month and post the updated open access capacity availability in the transmission and distribution system on its own website and e-mail the requisite data to other transmission licensees and the distribution licensees who shall ensure immediate posting of the same on their respective websites.

8. Eligibility and other conditions for open access. – (1) Any licensee, generating company, captive generating plant and consumer / person other than consumer of the distribution licensee, having a demand of 1 MW and above and connected at 11 KV or above, shall be eligible for availing open access to the intra-State transmission of STU and or transmission licensee other than STU and or distribution system of the distribution licensee on payment of various charges as per chapter VI of these regulations.

(2) Any consumer of the distribution licensee having a contracted demand of 1 MVA or above and connected to the distribution system of the licensee at 11 kV or above, shall be eligible for seeking open access provided he is connected through an independent feeder emanating from a grid sub-station.

Provided that the Commission may consider allowing open access to individual consumers with contracted demand of less than 1 MVA at such time it may consider feasible having regard to operational constraints and other factors.

(3) A group of two or more consumers of the distribution licensee having a combined contracted demand of 1 MVA or above and connected to the distribution system of licensee at 11 kV or above through an independent feeder emanating from a grid sub-station, shall also be eligible for seeking open access if all such consumers collectively apply for open access through a group leader to be nominated by all such consumers on that feeder and also agree to the rostering restrictions that may have to be imposed by the utility.

Provided that a person covered by a policy of the State Government, existing on the date of coming into force of these regulations, relating to captive generation or generation from non conventional energy sources, shall be eligible to avail open access irrespective of contract demand

(4) The consumers with contracted demand of 1 MVA or above who are not on independent feeders shall be allowed open access subject to the condition that they agree to the system constraints as well as the power cut restrictions imposed by the utility serving them. In such cases the duty of the distribution licensee shall be of a common carrier providing non-discriminatory open access as per section 42 (3) of the Act.

(5) A person having been declared insolvent or bankrupt or having outstanding dues against him for more than two months billing of the distribution / transmission licensee at the time of application shall not be eligible for open access.

9. Special provision for distribution licensees, generating companies and existing consumers. – (1) For distribution licensees: (i) The distribution licensees using intra-State transmission and or distribution system in the State on the date of coming into force of these regulations under an existing arrangement shall be entitled to continue to avail open access to such transmission and / or distribution system on the same terms and conditions for the term of existing agreement or arrangement on payment of transmission and wheeling charges and other applicable charges as may be determined by the Commission.

(ii) The existing distribution licensee shall, within sixty (60) days of coming into force of these regulations, furnish to the STU and the SLDC details of their use of the transmission system and or distribution system and the terms and conditions for such use.

(2) For existing consumer and generating companies: (i) The exiting consumers or an existing generating company other than the licensees availing open access under agreements or government policy shall, within sixty (60) days of coming into force of these regulations, submit to the STU and SLDC details of capacity utilised, point of injection, point of drawal, duration of availing open access, peak load, average load or such other information as the STU or SLDC may require.

(ii) The existing consumer or generating company under sub regulation (2) (i) above may continue to avail open access as per existing agreements or government policy for the period specified in those agreements or policies.

Provided that the open access for subsequent period in respect of such consumers and generating company shall be governed by provisions of these regulations and the existing consumers shall pay the surcharge as specified by the Commission from time to time.

(iii) Person (s) in the State to whom Bhakra Beas Management Board (BBMB) is supplying power on behalf of its partner States as per directions / instructions of Government of India will continue to get supply without payment of any surcharge / additional surcharge. However, BBMB would supply requisite details of such arrangement to STU and SLDC within sixty (60) days of coming into force of these regulations.

10. Categories of open access customers. - (1) According to system to which connected:

(a) Intra-State transmission system

(b) Distribution system

(2) According to inter-se location of drawl and injection points:

(a) Both within the same distribution system

(b) Within the State but in distribution systems of the different distribution licensees.

(c) Injection point in the Intra-State transmission system within the State

(d) In different States

(3) According to the duration of open access:

(a) Long term open access

(b) Medium-term open access

(c) Short-term open access

11. Application procedure for open access. - (1) All applications for open access shall be made in the prescribed Form and submitted to the nodal agency in accordance with these regulations and the detailed procedure.

(2) The nodal agency, application fee, documents to be submitted along with the application and time frame for disposal of application shall be as specified in the following table:

Sr. No.	Particulars	Short term	Medium term	Long term
1.	Nodal Agency:			
	(a) Intra-State: In case injection and drawl points are within the State whether on transmission system or on distribution system or on systems of different distribution licensees or different transmission licensees	STU	STU	STU

	(b) Inter-State: In case injection and drawl points are in different States	RLDC	CTU	CTU
2.	Application fee:			
	(a) For intra-State open access	₹ 5000	₹ 100000	₹ 200000
	(b) For inter-State open access	As determined by CERC from time to time		
3.	Time frame for disposal of application from the date of receipt of application complete in all respects			
	(a) For intra-State open access	(i) 7 working days if applied for first time and 5 working days on subsequent applications if connection being sought is on system of intra-State transmission licensee. (ii) 10 working days if applied for first time and 5 working days on subsequent applications if connection being sought is on system of distribution licensee	40 days	(a) 40 days if the open access is required within the system of same distribution licensee and no augmentation work of distribution system is involved. (b) In all other cases 120 days in case no augmentation work of distribution system or transmission system is involved and 180 days or actual number of days as may be required, whichever is earlier, in case augmentation work of transmission system or distribution system is involved

	(b) For inter-state open access	As per CERC regulations
4.	Documents to accompany the application	
	(a) For intra-State open access	As per the requirements in the detailed procedure.
	(b) For inter-state open access	As per CERC regulations.

(3) STU with Headquarter at Panchkula in Haryana shall be the nodal agency. Applications for open access and connectivity shall be received and processed at STU Headquarter in accordance with the detailed procedure.

12. Procedure for grant of open access involving inter-State transmission system. – (1) The procedure for grant of long term open access or medium term open access involving inter-State transmission system shall be as per Central Electricity Regulatory Commission (Grant of Connectivity, Long-term Access and Medium-term Open Access in inter-State Transmission and related matters) Regulations, 2009 or its statutory re-enactments as amended from time to time. The procedure for grant of short term open access shall be as per the Central Electricity Regulatory Commission (Open Access in inter-State Transmission) Regulations, 2008 as amended from time to time.

(3) STU in the case of application for grant of long-term open access or medium-term open access shall convey its consent or otherwise as per the provisions of Central Electricity Regulatory Commission Regulations, 2009 as amended from time to time. In case of short term open access STU shall convey its consent or otherwise as per the provision of Central Electricity Regulatory Commission Regulations, 2008, or their statutory re-enactments, as amended from time to time.

Provided that in respect of a consumer connected to a distribution system seeking inter-State long term or medium term or short term open access, the SLDC, before giving its consent shall obtain the consent of the distribution licensee concerned. In case of short term open access, the said distribution licensee shall convey its consent or otherwise within three (3) working days of receipt of request of the applicant through STU.

13. Procedure for grant of long term open access involving intra-State transmission system and distribution system. – (1) The application for grant of long term open access shall contain details such as name of the entity or entities from whom power is proposed to be procured along with the quantum of power, point of injection into the grid and point of drawl from the grid and such other details as may be laid down by the STU in the detailed procedure:

Provided that in cases where there is any material change in location of the applicant or change by more than 10 percent in the quantum of power to be interchanged using the intra-State transmission system or distribution system, a fresh application shall be made, which shall be considered in accordance with the provisions of these regulations.

(2) The applicant shall submit any other information sought by the nodal agency including the basis for assessment of power to be interchanged using the intra-State transmission system or distribution system and power to be transmitted to or from various entities or regions to enable the nodal agency to plan the intra-State transmission system and distribution system in a comprehensive manner.

(3) The application shall be accompanied by a bank guarantee of ₹ 2,00,000/- besides the specified application fee. The bank guarantee shall be in favour of the nodal agency on the format as per detailed procedure.

(4) The bank guarantee shall be kept valid and subsisting till the execution of the long-term open access agreement, when augmentation of transmission system or distribution system is required, and till start of long-term open access, when augmentation of transmission system or distribution system is not required.

(5) The bank guarantee may be encashed by the nodal agency, if the application is withdrawn by the applicant or the long-term open access rights are relinquished prior to the start of such rights when augmentation of transmission system or distribution system is not required.

(6) The bank guarantee shall stand discharged with the submission of another bank guarantee required to be given by the applicant to the STU during construction phase when augmentation of transmission system or distribution system is required, in accordance with the provisions in the detailed procedure.

(7) On receipt of the application, the nodal agency shall, in consultation and through coordination with other agencies involved in intra-State transmission system or distribution system to be used, process the application and carry out the necessary system studies as expeditiously as possible so as to ensure that the decision to grant long-term open access is arrived at within the timeframe as specified.

(8) Based on the system studies, the nodal agency shall specify the intra-State transmission system or distribution system that would be required to provide long-term open access. In case augmentation to the existing intra-State transmission system or distribution system is required, the same shall be intimated to the applicant.

(9) While granting long-term open access, the nodal agency shall communicate to the applicant, the date from which long-term open access shall be granted and an estimate of the charges including additional

charges, if any, for works pertaining to augmentation of transmission system or distribution system likely to be payable based on the prevailing costs, prices and methodology of sharing of charges specified by the Commission from time to time.

(10) The applicant shall sign an agreement for long-term open access with the concerned licensees in accordance with the provisions in the detailed procedure as under:

- (a) with the STU in case long term open access is granted only on the transmission system of STU
- (b) with the STU and all those licensees on whose transmission / distribution system long term open access has been granted. Such agreement may be among three or more parties.

(11) The long-term open access agreement shall be on the agreement format provided in the detailed procedure and shall contain the date of commencement of long-term open access, the point of injection of power into the grid and point of drawl from the grid and the details of dedicated transmission line (s), if any. In case augmentation of transmission system or distribution system is required, the long-term open access agreement shall contain the time line for construction of the same. The bank guarantee required to be provided by the applicant and other details shall be in accordance with the detailed procedure.

(12) Immediately after grant of long-term open access, the nodal agency shall inform the State Load Despatch Centre so that the same is kept in view while considering requests for grant of short-term open access, received by SLDC under these regulations.

(13) On the expiry of the period of long-term open access, the same may be extended by the nodal agency on receipt of a written request from such consumer. Provided that such request is submitted at least six months prior to the date on which the long term open access allowed ends. The long term open access consumer shall clearly mention in the request the period for which extension is required.

Provided that in case no written request is received from the open access consumer within the specified time, the said long-term open access shall stand terminated automatically at 24:00 hours on the date up to which it was initially granted.

(14) A long term open access consumer may relinquish the long term open access rights fully or partly before the expiry of the full term of the long term open access by making payment of compensation as provided in chapter – XII of these regulations.

14. Procedure for grant of medium-term open access involving intra-State transmission and distribution system. – (1) The application for grant of medium-term open access shall contain such details as may be laid down

in the detailed procedure and shall, in particular, include the point of injection into the grid, point of drawl from the grid and the quantum of power for which medium-term open access has been applied for.

(2) The start date of the medium-term open access shall not be earlier than 5 months and not later than 1 year from the last day of the month in which application has been made.

(3) On receipt of the application, the nodal agency shall, in consultation and coordination with other agencies involved in intra-State transmission and or distribution system, process the application and carry out necessary system studies as expeditiously as possible so as to ensure that the decision to grant or refuse medium-term open access is made within the specified timeframe.

(4) On being satisfied that the specified requirements, with respect to criteria for granting medium-term open access are met, the nodal agency shall grant medium-term open access for the period stated in the application.

Provided that for reasons to be recorded in writing, and with the consent of the applicant, the nodal agency may grant medium-term open access for a period less than that sought for by the applicant.

(5) The applicant shall sign an agreement for medium-term open access with the concerned licensees in accordance with the provisions in the detailed procedure as under:

(a) with the STU in case open access is granted only on the transmission system of STU

(b) with the STU and all those licensees on whose transmission / distribution system open access has been granted. Such agreement may be among three or more parties.

(6) The medium-term open access agreement shall be on the agreement format provided in the detailed procedure and shall contain the date of commencement and end of medium-term open access, the point of injection of power into the grid and point of drawl from the grid, the details of dedicated transmission lines, if any, bank guarantee required to be provided by the applicant and such other details as specified in the detailed procedure.

(7) Immediately after grant of medium-term open access, the nodal agency shall inform the State Load Despatch Centre so that they can keep the same in view while processing requests for short- term open access received under these regulations.

(8) After expiry of the period of the medium-term open access, the open access consumer shall not be entitled to any overriding preference for renewal of the term.

(9) A medium-term open access consumer may relinquish rights, fully or partly, by giving at least 30 days prior notice to the nodal agency by making payment of compensation as provided in chapter – XII of these regulations.

15. Procedure for grant of intra-State short term open access on intra-State transmission and distribution system. - Subject to the provisions of regulation 12 of these regulations, the intra-State short term open access shall be in accordance with the following provisions:

(1) Open access in advance:

- (i) Application for seeking intra-State short term open access to be submitted to the nodal agency may be for a period upto fourth month and the month in which the application is made shall be considered to be the first month.
- (ii) Separate application shall be made for each month and for each transaction in a month.
- (iii) The application shall be submitted to the nodal agency on the format prescribed in the detailed procedure which shall contain details such as capacity required, generation planned or power purchase contracted, point of injection, point of drawl, duration of availing open access, peak load, average load and such other additional information as may be required by the nodal agency. The application shall be accompanied by non-refundable application fee in the shape of demand draft in favour of the person as may be mentioned in the detailed procedure.
- (iv) An application for grant of short term open access commencing in any month may be submitted in a cover marked "Application for Short-Term Open Access for the month (--) in advance" up to 15th day of the preceding month.

For example, application for grant of open access commencing in the month of July shall be received up to 15th day of June.

- (v) Nodal agency shall acknowledge receipt of the application by indicating time and date on "ACKNOWLEDGEMENT" to the applicant.
- (vi) A consumer of distribution licensee intending to avail intra-State short term open access shall furnish a copy of the application to the distribution licensee of his area of supply.
- (vii) Based on the nature of transactions the nodal agency shall take a decision on the applications for intra-State short-term open access in the manner provided below:

- a) All applications received up to 15th day of the preceding month shall be taken up for consideration together and processed as per allotment priority criteria specified in these regulations.
- b) The nodal agency before granting intra-State open access shall take into consideration the resultant congestion of any element, line or transformer, of the transmission and distribution system involved in the proposed short term transaction.
- c) The nodal agency shall, after satisfying itself that the application is complete in all respects and the applicant has complied with all other technical / metering requirements convey grant of open access or otherwise in prescribed format along with schedule of payments to the applicant latest by 19th day of such preceding month in which applications were received.
- d) The nodal agency shall record the reasons in writing in case open access is denied to any eligible applicant.

(2) Day-ahead open access:

- (i) An application for grant of 'day ahead' open access may be submitted to the nodal agency within three days prior to the date of scheduling but not later than 1300 Hours of the day immediately preceding the day of scheduling for day-ahead transaction. For example, application for day-ahead transaction on 25th day of July shall be received from 22nd day up to 1300 hours on 24th day of July.
- (ii) The nodal agency shall check for resultant congestion due to the proposed 'day ahead' open access transaction and convey approval or otherwise in the format prescribed in the detailed procedure. All other provisions for intra-State short-term open access shall apply for day ahead open access.

(3) Bidding procedure:

- (i) If the capacity sought by the consumers for open access in advance for the following month is more than the available capacity or SLDC perceives congestion of any element of transmission and distribution system involved in the transaction, the allocation shall be made through electronic bidding procedure.
- (ii) The decision of SLDC in respect of an expected congestion shall be final and binding on all the parties.
- (iii) SLDC shall convey to the applicants, through nodal agency, the information of congestion and decision for invitation of bidding indicating floor price on the format prescribed in the detailed procedure.
- (iv) SLDC shall also display bidding information on its website.

- (v) The floor price of transmission and wheeling charges determined on the basis of relevant order of the Commission shall be indicated in the format prescribed in the detailed procedure.
 - (vi) The bids shall be accepted on format prescribed in the detailed procedure up to the "bid closing time" as indicated in bid invitation notice. Request for modification / amendment to a bid, once submitted, shall not be entertained.
 - (vii) If any applicant does not participate in bidding process, his application shall be deemed to have been withdrawn and shall not be processed.
 - (viii) SLDC shall not entertain any request for extension of time / date for submission of bids.
 - (ix) The bidders shall quote price, rounded-off to whole number, in denomination in which floor price has been determined.
 - (x) The quoted price shall be stacked in a descending order and allocation of available capacities shall be accorded in such descending order until the available capacity is fully exhausted.
 - (xi) In case of a tie in the bid price of two or more applicants, the allocation from the residual available capacity at any stage shall be made in proportion to capacity being sought by such applicants.
 - (xii) All open access consumers, in favour of whom full capacities have been allotted, shall pay the highest price discovered through the bidding process.
 - (xiii) The open access consumers, who are allotted less capacity than sought for, shall pay the price as quoted by them which shall in no case be less than the floor price
 - (xiv) SLDC shall reject bids which are incomplete, vague in any manner or not found in conformity with the bidding procedure / guidelines.
- (4) The reserved capacity by a short-term open access consumer is strictly non transferable.
- (5) The capacity available as a result of surrender or reduction or cancellation of the reserved capacity by the State Load Dispatch Centre, may be kept aside for any other short-term open access consumer in accordance with these regulations.
- (6) During peak load hours restrictions, the open access consumer shall restrict his total drawal, including the drawal under open access, to the extent of peak load exemption allowed by distribution licensee

(7) After expiry of the period of the short-term open access, the short-term open access consumer shall not be entitled to any overriding preference for renewal of the term.

16. Consent by STU, SLDC or distribution licensee for long term open access, medium term open access and short term open access on intra-State transmission system and distribution system. – (1) While processing the application seeking consent for intra-State open access, the nodal agency shall verify the following:

(a) Existence of infrastructure necessary for time-block-wise energy metering and accounting in accordance with the provisions of the Haryana Grid Code in force, and

(b) Availability of capacity in the transmission and or distribution network.

(2) In case the existence of necessary infrastructure and availability of capacity in the transmission and / or distribution network has been established, the nodal agency shall convey its consent to the applicant by e-mail or fax or by any other standard mode of communication, within three (3) working days of receipt of the application.

(3) In case the nodal agency finds that the application for consent is incomplete or defective in any respect, it shall communicate the deficiency or defect to the applicant by e-mail or fax or by any other standard mode of communication, within two (2) working days of receipt of the application. The application may be resubmitted after removing the defect.

(4) In case the application has been found to be in order but the nodal agency refuses to give consent on the grounds of non-existence of necessary infrastructure or unavailability of surplus capacity in the transmission and or distribution network, such refusal shall be communicated to the applicant by e-mail or fax or by any other standard mode of communication, within the period of three (3) working days from the date of receipt of the application, along with reasons for refusal.

(5) In case the nodal agency has not communicated any deficiency or defect in the application within two (2) working days from the date of receipt of application, or refusal or consent within the specified period of five (5) working days from the date of receipt of the application, consent shall be deemed to have been granted.

17. Applications from defaulters. - Notwithstanding anything contained in these regulations, the nodal agency shall be at liberty to summarily reject an application for open access from such person (s) who has defaulted in any manner in complying with the provisions of these regulations, including the provisions relating to timely payment of the fee / charges etc.

18. Allotment priority. – (1) A distribution licensee shall have the top priority in allotment of open access capacity irrespective of whether the open access request is for long term, medium term or short term.

(2) Applicant for long-term open access other than distribution licensee shall have the priority over the applicants for medium-term open access.

(3) The applicant for medium term open access shall have the priority over the applicant for short-term open access.

(4) The applicant for short term open access shall have priority next to the medium term open access applicants and it shall be decided subject to capacity availability.

(5) An existing open access consumer shall have priority higher than new open access applicants under respective category provided the existing open access consumer applies for renewal thirty days prior to the expiry of the existing term of open access.

(6) When the requirement projected by an applicant is more than the available capacity and the said applicant is not able to limit his requirement to the available capacity, the request of the applicant having next lower priority shall be taken up for consideration.

(7) All applications for long-term or medium-term or short term open access shall be processed on first-come-first-served basis separately for each of the aforesaid types of access.

Provided that applications received during a month shall be construed to have arrived concurrently;

Provided further that while processing applications for medium-term open access received during a month the applicant seeking access for a longer term shall have higher priority.

Chapter - VI

Open access charges

19. Transmission charges and wheeling charges. - (1) Open access consumer using inter-State transmission system shall pay the transmission charges as specified by the CERC from time to time.

(2) Open access consumer using intra-State transmission system shall pay transmission charges to the STU or the transmission licensee other than STU for usage of their system as determined by the Commission for the relevant financial year

Provided that transmission charges shall be payable on the basis of contracted capacity in case of long term and medium term open access consumers and on the basis of scheduled load in case of short term open access consumers. For open access for a part of a day, the transmission charges shall be payable on pro-rata basis.

Provided further that where a dedicated transmission system has been constructed for exclusive use of or being used exclusively by an open access consumer, the transmission charges for such dedicated system shall be worked out by transmission licensee and got approved by the Commission and shall be borne entirely by such open access consumer till such time the surplus capacity is allotted and used for by other open access consumers or purposes, after which these transmission charges for such dedicated system shall be shared in the ratio of loads allotted to the various users.

(3) Open access consumer using intra-State distribution system shall pay wheeling charges to the distribution licensee (s) for usage of the distribution system as determined by the Commission for the relevant financial year.

Provided that wheeling charges shall be payable on the basis of scheduled load / energy. For open access for a part of a day, the wheeling charges shall be payable on pro-rata basis.

Provided further that where a dedicated distribution system has been constructed for exclusive use of an open access consumer, the wheeling charges for such dedicated system shall be worked out by distribution licensee and got approved from the Commission and shall be borne entirely by such open access consumer till such time the surplus capacity is allotted and used for by other persons or purposes after which these charges shall be shared in the ratio of the allotted capacities.

20. Scheduling and system operation charges. – The following charges shall be payable by the open access consumers for scheduling and system operation:

(1) In respect of inter-State open access:

(a) Long term and medium term open access:

- (i) Regional Load Despatch Centre fees and charges including charges for the Unified Load Despatch and Communication Scheme as specified by the appropriate Commission under section 28(4) of the Act.
- (ii) State Load Despatch Centre charges as specified by the Commission under sub-section (3) of Section 32 of the Act.

(b) Short term open access: Regional Load Despatch Centre and SLDC charges shall be payable at the rates as may be specified by the CERC from time to time.

(2) In respect of intra-State open access:

(a) Long term and medium open access: Long-term open access and medium-term open access consumer shall be liable to pay SLDC charges as determined by the Commission under sub-section (3) of section 32 of the Act

(b) Short term open access: Short-term open access consumer shall be liable to pay to the SLDC, for each transaction / application, a composite operating charge @ Rs.2,000/- per day or part thereof or as determined by the Commission from time to time. The composite operating charge shall include fee for scheduling and system operation, energy accounting, fee for affecting revisions in schedule on bonafide grounds and collection and disbursement of charges.

21. Cross subsidy surcharge. - (1) If open access is availed by a consumer of a distribution licensee of the State, then such consumer, in addition to payment of transmission and / or wheeling charges, shall pay cross subsidy surcharge. Cross subsidy surcharge on per unit basis shall be payable, on monthly basis, by the open access consumer for the actual energy drawn through open access during the month. The amount of surcharge shall be paid to the distribution licensee of the area of supply in which such consumer is located.

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.

(2) 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.

(3) The consumers located in the area of supply of a distribution licensee but availing open access exclusively on inter-State transmission system shall also pay the cross subsidy surcharge.

(4) The cross subsidy surcharge shall be leviable at the rates as determined by the Commission from time to time

22. Additional Surcharge. - (1) An open access consumer, receiving supply of electricity from a person other than the distribution licensee of his area of supply, shall pay to the distribution licensee an additional surcharge in addition to wheeling charges and cross-subsidy surcharge, to meet out

the fixed cost of such distribution licensee arising out of his obligation to supply as provided under sub-section (4) of Section 42 of the Act.

Provided that such additional surcharge shall not be levied in case open access is provided to a person who has established a captive generation plant for carrying the electricity to the destination of his own use.

(2) This additional surcharge shall become applicable only if the obligation of the licensee in terms of power purchase commitments has been and continues to be stranded or there is an unavoidable obligation and incidence to bear fixed costs consequent to such a contract. However, the fixed costs related to network assets would be recovered through wheeling charges.

(3) The distribution licensee shall submit to the Commission, on six monthly basis the details regarding the quantum of such stranded costs and the period over which these remained stranded and would be stranded. The Commission shall scrutinize the statement of calculation of such stranded fixed costs submitted by the distribution licensee and determine the amount of additional surcharge.

Provided that any additional surcharge so determined shall be applicable to all the consumers availing open access from the date of determination of same by the Commission.

(4) The consumers located in the area of supply of a distribution licensee but availing open access exclusively on inter-State transmission system shall also pay the additional surcharge.

(5) Additional surcharge determined on per unit basis shall be payable, on monthly basis, by the open access customers based on the actual energy drawn during the month through open access:

23. Standby power and standby charges for drawl of power by open access consumer from distribution licensee. - (1) If an open access consumer requires power from the distribution licensee in case of outage of the generator or the source supplying power to such open access consumer, or a generator connected to distribution system injecting power through open access, requires start up power from the distribution licensee, then such open access consumer or generator may make an application to the distribution licensee seeking standby power. The application shall be made on the format and in the manner as may be prescribed in the detailed procedure. However, every such application should invariably contain details of quantum and period for which standby power is required.

(2) The distribution licensee shall provide standby power to such open access consumer subject to availability of requisite quantum of power and subject to the load shedding as applicable to other consumers of his area of supply.

(3) For providing standby power, the distribution licensee shall be entitled to charge applicable temporary supply tariff and other applicable charges besides PLEC, if applicable, as determined by the Commission.

Provided further that the open access consumers would have the option to arrange standby power from any other source subject to the conditions that such power shall be drawn through the same system for which open access has been granted.

24. Imbalance Charge. - (1) Scheduling of all transactions pursuant to grant of long-term access or medium term open access or short-term open access shall be carried out on day-ahead basis in accordance with the relevant provisions of IEGC for inter-State transactions and in accordance with Haryana Grid Code for intra-State transactions. The entitlement at the drawal point for any 15 minute time block shall be worked out after taking into account transmission or distribution losses in accordance with the provisions of regulation 28 of these regulations.

(2) Imbalance charge applicable for all open access transactions for over drawal / under injection or under drawal / over injection by long-term, medium-term and short-term open access consumers / generators shall be as given below:

(A) Due to reasons attributable to the open access consumers

(a) Over drawal by open access consumer / under injection by generating company:

(i) An open access consumer who is not consumer of the distribution licensee:

UI charges as notified by CERC or highest tariff (other than temporary metered supply) including FSA and PLEC etc. as determined by the Commission for the relevant financial year for any consumer category, whichever is higher.

(ii) An open access consumer who is a consumer of the distribution licensee:

When the recorded drawal of the consumer is within his sanctioned contract demand during non peak load hours no imbalance charges shall be leviable. However, when the recorded drawal of the consumer is more than his sanctioned contract demand during non peak load hours he will be liable to pay demand surcharge as per the relevant schedule of tariff approved by the Commission.

When the recorded drawal is more than the entitled drawal during peak load hours he will be liable to pay peak load violation charges in addition to demand surcharge, if applicable

- (iii) Under injection by generating company: UI charges as notified by CERC or highest tariff (other than temporary metered supply) including FSA and PLEC etc. as determined by the Commission for the relevant financial year for any consumer category, whichever is higher.
- (b) Under drawl by open access consumer / over injection by generating company: The open access consumer / generating company shall be paid by the licensee UI charges as notified by CERC or lowest tariff as determined by the Commission for the relevant financial year for any consumer category (excluding agriculture power supply) or power purchase price / sale price contracted by the open access consumer / generating company whichever is lower.
- (B) Non evacuation of power of a generating company due to reasons attributable to the transmission / distribution licensee i.e. break down of evacuation system
- Non evacuation of power of a generating company or a captive power generation company located in the State due to breakdown of the evacuation system of the licensee shall be dealt with as under:
- (a) Inter-State sale: SLDC shall pass on the schedule given by the generator to NRLDC. The share of the distribution licensee from the central sector power projects will be adjusted accordingly and the energy scheduled by the generator will be delivered to the purchaser / utility. If the licensee is unable to evacuate power from the generator due to failure of his evacuation system, the generator will pay to the licensee at the tariff rate charged to the purchase for the energy which could not actually be evacuated by the licensee.
- (b) Intra-State sale to a consumer / person other than distribution licensee: The purchaser will be informed by the SLDC about the failure of the evacuation system and he shall reschedule his drawal accordingly within 6 blocks (each of 15 minutes) of this intimation. The treatment of energy drawn during this period of 6 blocks shall be as under:
- (i) The generator will be paid by the purchaser at the tariff agreed to between them.
- (ii) The generator will pay to the licensee for the energy supplied to the purchaser at the tariff agreed to between the generator and the purchaser.

In both the cases under (a) and (b) above, the generator will be compensated by the licensee for the transmission / wheeling charges, if any, paid to the licensee during the period of non evacuation of power from the generator.

- (c) Sale to the distribution licensee within the State: The payment to the generator will be governed as per the agreement.
- (C) Under drawal of power by an open access consumer due to reasons attributable to the transmission / distribution licensee i.e. break down of system:
- In case an intra-State open access consumer is unable to receive power scheduled from a generating company in the State of Haryana due to un-notified transmission / distribution system outage and if the generating company has generated and injected scheduled power into the grid for use by such intra-State open access consumer then the transmission / distribution licensee shall pay such intra-State open access consumer the charges payable by him to the generating company or the lowest tariff applicable to the consumer category, to which such intra-State open access consumer belongs, whichever is lower.
- In all above cases, the certificate for non evacuation of power due to breakdown of the licensee's system shall be given by the SLDC to the generator / consumer.
- (3) In case of deviation by open access consumers having a load of less than 10 MW, the difference between the scheduled open access load and the actual drawl shall be accounted through the special energy meters (SEM) on monthly basis and settled at the rate of the imbalance charge as determined by the Commission in these regulations.

(4) Deviations between the schedule and the actual injection / drawl in respect of open access consumers / generating company with load / generation capacity above 10 MW shall be settled based on the composite accounts for imbalance transactions issued by SLDC on a weekly cycle based on net metering.

(5) Payment of imbalance charges shall have a high priority and the concerned constituents, including the transmission licensee, distribution licensees or the open access consumers as the case may be, shall pay the indicated amounts within 10 (ten) days of the issue of the statement, into a State Imbalance Pool Account operated by the SLDC. Thereafter, the person who has to receive the money on account of imbalance charges shall be paid out from the State Imbalance Pool Account, within three (3) working days.

(6) If payments against the above imbalance charges are delayed by more than two days, i.e., beyond twelve (12) days from the date of issue of statement, the defaulting party shall have to pay simple interest @ 0.04% for each day of delay. The interest so collected shall be paid to the person who had to receive the amount, payment of which got delayed. In case of persistent payment defaults, the SLDC shall initiate action against the defaulter as may be provided in the detailed procedure.

25. Reactive Energy charges. - Long term open access consumer or medium term open access consumer or short term open access consumer, including distribution licensee, shall pay for the reactive energy in accordance with provisions of the Intra-State ABT Regulations and Haryana Grid Code notified by the Commission. In absence of the aforesaid regulation of the Commission or rates to be specified by the Commission, the rates specified in Indian Electricity Grid Code or the rates specified by CERC shall be applicable.

Chapter – VII

Scheduling, metering and losses

26. **Scheduling**. – (1) Scheduling of inter-State open access transactions shall be done in the manner as specified by the CERC from time to time.

(2) Scheduling of intra-State open access transactions shall be done by SLDC in accordance with the provisions of the Haryana Grid Code.

(3) Revision of scheduled energy shall be permitted in accordance with the provisions of IEGC or the Haryana Grid Code as the case may be.

27. **Metering**. - (1) All open access consumers and all generating stations irrespective of capacity shall be provided with, Special Energy Meters (SEM) by the State Transmission Utility or the distribution licensee as the case may be, at the cost of the open access consumer. However the STU may empanel firms for providing SEMs and in case an open access consumer intends to purchase his own meter then he shall have the option to purchase the same from the STU empanelled firms.

(2) Special Energy Meters installed shall be capable of time-differentiated measurements for time-block-wise active energy and voltage differentiated measurement of reactive energy in accordance with the metering regulations of CEA and the provisions of Haryana Grid Code.

(3) Special Energy Meters shall be open for inspection by any person authorized by the STU or the State Load Despatch Centre or distribution licensee as the case may be.

(4) All the open access consumers shall abide by the metering regulations specified by CEA.

28. Losses. - (1) In case of inter-State transmission, the long-term open access consumers and medium-term open access consumers, who are buyers of electricity through open access and short term open access consumers, both buyers and sellers, shall bear the apportioned energy losses in the inter-State transmission system in accordance with the regulations specified by the CERC.

(2) In case of Intra-State transmission, the transmission losses for the intra- State system shall be determined by the Commission in the tariff order for the applicable year, which shall be apportioned in proportion to the actual energy drawl by the open access consumer and shall be payable in kind.

(3) The percentage of distribution system losses to be borne by the open access consumers at different voltage levels shall as determined by the Commission in tariff order for the applicable year. Distribution losses shall be payable in kind by all open access consumers and captive generating plants carrying electricity within the State for their own use.

Chapter - IX

Commercial matters - Billing, collection and disbursement

29. Inter-State transactions. - (1) Billing, collection and disbursement of charges payable to RLDC including Unified Load Despatch and Communication Scheme (ULDCS) in respect of inter-State long-term open access and medium term open access shall be in accordance with the procedure specified by the CERC. STU shall raise bills for the charges payable to the SLDC directly to the long term open access consumers and medium term open access consumers connected to intra-state transmission system and distribution system before 3rd working day of the succeeding calendar month. Respective open access consumers shall make payment to STU within 5 working days from the date of receipt of the bill. STU shall disburse the payment to SLDC by 15th day of every month.

(2) Billing, Collection and disbursement of transmission charges for use of common CTU and STU and operating charges payable to RLDC and SLDC towards inter-State short-term open access shall be in accordance with the procedure specified by the CERC. However, short term open access consumer connected to the distribution system shall pay to the STU the charges payable for the use of distribution system, within 3 working days from the date of grant of inter-State short term open access by the nodal agency. STU shall disburse the payment to the distribution licensee on weekly basis.

30. Intra-State transactions. - (1) STU in consultation with SLDC, transmission licensees and distribution licensee, as the case maybe, shall raise bills by 3rd working day of the succeeding calendar month directly to the long term open access consumers and medium term open access

consumers for the open access charges payable by them. The open access consumers shall pay the charges to the STU within 5 working days from the date of receipt of the bill. STU shall disburse the charges payable to SLDC, transmission licensee and distribution licensee by 15th day of every month.

(2) STU shall raise bills for the open access charges payable by the short-term open access consumers to the SLDC, intra-State transmission licensee and the distribution licensee along with the letter to be issued to them intimating grant of open access. The short-term open access consumer shall make payment within 3 days from the grant of the short-term open access by the nodal agency. STU shall disburse such charges to the SLDC, intra-State transmission licensee and distribution licensee on a weekly basis.

31. Late payment surcharge. - In case the payment of any bill for charges payable under these regulations is delayed by an open access consumer beyond the due date, without prejudice to any action under the Act or any other regulation there under, a late payment surcharge at the rate of 1.25% per month or part thereof shall be levied.

32. Default in payment. - Non-payment of any charge or sum of money payable by the open access consumer under these regulations shall be considered non-compliance of these regulations. In case the default is in payment of charges of intrastate transmission licensee and distribution licensee then they may discontinue open access after giving the defaulting open access consumer an advance notice of ten (10) days without prejudice to their right to recover applicable charges. In case of default in payment of charges due to the State Load Despatch Centre, the State Load Despatch Centre may refuse to schedule power to the defaulting open access consumer and direct the intra-State transmission license or the distribution licensee to disconnect such open access consumer from the grid.

33. Payment Security Mechanism. - In case of long-term open access and medium-term open access, the applicant for open access will provide an irrevocable revolving letter of credit in favour of the agency responsible for collection of various charges for the estimated amount of various charges for a period of two months.

34. Billing, collection and disbursement costs. - In case of intra-State open access where STU is the nodal agency and as per provisions of these regulations shall bill, collect and disburse various open access charges on behalf of licensees, the STU shall be entitled to reimbursement of reasonable costs incurred by it in billing, collecting and disbursement of open access charges at the rates to be specified in the detailed procedure and approved by the Commission. Such expenses of the licensees shall be allowed as pass through in their respective ARRs.

Chapter - X

Special category of open access consumers

Limited short term open access

35. Nodal agency, eligibility criteria, procedure and conditions to be satisfied for grant of limited short term open access. - (1) A consumer who has a supply agreement with the distribution licensee in whose area of supply the consumer is located and avails open access in distribution and / or transmission system only during pre-scheduled load shedding due to shortage of power shall be designated limited short term open access consumer.

(2) Nodal agency, eligibility criteria and procedure for grant of limited shot term open access shall be the same as in respect of short term open access consumer specified in these regulations. However, in case of limited short term open access the minimum schedule for drawl of power through open access in each time slot of 30 minutes during the day shall not be less than 80% of its contracted demand. Such limited short term open access consumer shall schedule drawal of power for a minimum continuous period of two hours during any day.

36. Settlement of energy at drawl point in respect of limited short-term open access consumer. - (1) The monthly energy drawl in kWh during the open access period by such consumer shall be calculated from his scheduled drawl for different hours by multiplying it with the corresponding number of hours of open access availed during the month, as provided in his open access schedule. Provided that such energy drawl shall be worked out at power factor which shall not be less than 95%.

(2) Energy drawl through open access shall be deducted from the monthly consumption of energy recorded in his meter installed by the distribution licensee for billing purposes for calculating energy drawal from the distribution licensee during the month. .

(3) Scheduling shall be done in accordance with relevant provisions of IEGC for inter-State transactions and in accordance with relevant provisions of Haryana Grid Code for intra-State transactions.

37. Over-drawl / under-drawl at the drawl point by limited short-term open access consumer. -

(1) Over-drawl: Limited short-term open access consumer shall be liable to pay penalty for drawing excess demand. In case such open access consumer draws power more than his scheduled power for any time slot during the open access period in a day, it shall be liable for payment of penalty. Rate of penalty for each time slot (₹ / kW of scheduled load) shall be proportionate to the percentage of excess drawl as above and shall be equal to ₹ 0.10 for each percent.

Example: Calculation of penalty for one day

Scheduled load in kW	Excess drawl (%)	Rate of penalty (₹/ kW / time slot) (0.10 x Cl. 2)	No. of time slot where power drawn is more than the scheduled load	Penalty for each time slot (₹) (1x3)	Total Penalty payable by consumer (₹) (4x5)
1	2	3	4	5	6
10000	11	1.1	1	11000	11000
	15	1.5	3	15000	45000
	20	2.0	5	20000	100000
<i>Total</i>					156000

(3) Under drawl: In case where limited short-term open access consumer under-draws from the grid, he shall be compensated in accordance with the provisions of regulation 24 of these regulations.

38. Charges applicable to limited short-term open access consumers. - (1) limited short-term open access consumers shall be exempted from payment of transmission charges, wheeling charges, cross subsidy surcharge and additional surcharge. However, they shall pay other charges such as demand / fixed charge, minimum consumption charges etc., applicable to them as per the tariff and charges determined by the Commission in the tariff order (s). The energy charges shall be payable for balance energy / consumption calculated as per energy settlement mechanism.

(2) Limited short-term open access consumers shall also be liable to pay composite operating charges @ ₹ 2,000/- per day or part thereof for each transaction to the SLDC or the rates as determined by the Commission from time to time.

(3) In case inter-State transmission system is used by such consumer in addition to intra-State transmission system or distribution system, transmission charges, RLDC charges etc., as fixed and approved by the CERC shall be payable for use of inter-State transmission system in addition to payment of above charges.

39. Drawl of power by limited short-term open access consumer from distribution licensee. - In cases where supplier fails to supply power, in any time slot, to limited short-term open access consumer due to any reason, said supplier shall revise his schedule as per provisions of Haryana Grid Code and the same shall be communicated to SLDC and concerned open access consumer. The SLDC shall revise the schedule which shall become effective from 2nd time slot onwards, counting from the time slot in which such eventuality has taken place to be the first one, and the revised schedule shall be provided to distribution licensee. It shall be duty of such open access consumers to draw power as per revised schedule. Drawl of

power in excess of the revised schedule by limited short-term open access consumers shall be treated as over-drawl of power by such consumer and shall be liable to pay penalty as per these regulations.

40. Metering for limited short-term open access consumer. - Limited short-term open access consumer shall be required to install special energy meter (SEM) installed at his premises, if not already installed, and the same shall be reckoned for energy accounting and billing purposes.

41. Billing and payment for limited short-term open access consumers. – (1) Limited short-term open access consumer, being a consumer of distribution licensee, shall continue to pay electricity charges billed to him on monthly basis by the distribution licensee subject to adjustments of quantum of energy and other charges for drawl of power during the period of open access.

(2) Distribution licensee shall provide the details of adjustments of quantum of energy and other charges, applicable to such consumer, separately in his electricity bill.

Chapter XI

Embedded open access consumers

42. Eligibility criteria, procedure and conditions to be satisfied for grant of open access to embedded consumers shall be the same as applicable for short term open access.

43. Settlement of Energy at drawl point in respect of embedded consumers. - The mechanism for settlement of energy at drawl point in respect of embedded open access customers shall be as under:

(i) Out of recorded drawal the scheduled entitlement as an open access consumer will first be adjusted and balance will be treated as his drawal from the distribution licensee.

(ii) The recorded maximum drawal will be accounted for / charged as per regulation 24 (2) (A) (ii) of these regulations.

44. Charges applicable to embedded consumers. – (1) Embedded open access consumers shall pay all other charges such as transmission charges, cross subsidy surcharge, additional surcharges, composite operating charge etc. in accordance with the methodology specified for other short term open access consumers in these regulations.

(2) Embedded open access consumers shall pay wheeling charges as determined by the Commission for the relevant financial year.

(3) Besides above charges in respect of open access, the embedded consumers shall continue to pay other charges namely demand / fixed

charge, minimum monthly consumption charges etc., applicable to them as per the rates determined by the Commission in the tariff order for the relevant financial year.

Provided that energy charges shall be payable at balance energy / consumption calculated as per energy settlement mechanism provided in these regulations.

(4) In case inter-State transmission system is used by such consumer in addition intra-State transmission system or distribution system, transmission charges, RLDC charges etc., as fixed and approved by the Central Commission shall be payable for use of inter-State transmission system in addition to payment of charges as per sub regulations (1) to (3) above.

45. Scheduling for Embedded open access consumers. - (1) Scheduling shall be done in accordance with relevant provisions of IEGC for inter-State transactions and in accordance with relevant provisions of Haryana Grid Code for intra-State transactions.

(2) By 10.00 hours every day, these embedded consumers shall prepare and submit daily schedule of power, in MW, separately showing schedule of power from licensee and that from another supplier through open access for the next day, i.e. from 0000 hrs to 24.00 hrs of the following day to SLDC along with copy to distribution licensee

Provided that in case the quantum of energy as per accepted bid is less than the quantum applied by the embedded open access consumer then he shall inform the SLDC / distribution licensee about the quantum of energy as per approved bid and also the quantum of energy he would be drawing from the distribution licensee during the period during which supply was scheduled through open access. In case such transaction is scheduled during peak load hour restriction and the embedded open access consumer has not paid PLEC and he draws power over and above the quantum as per approved bid or his allowed demand during peak load hours whichever is lower then for such over drawl he shall be liable to pay penalty for violation of peak load hours at the rates as determined by the Commission from time to time.

(3) Imbalance charges shall be applicable for embedded open access consumers as provided in regulation 24 of these regulations.

46. Procedure for grant of short term open access to embedded consumers.
- Application and procedure for grant of short term open access to embedded consumers shall be same as applicable to short term open access consumers.

47. Metering for Embedded open access consumer. - Embedded open access consumer shall be required to install special energy meter (SEM), if not already installed, and the same shall be reckoned for energy accounting and billing purposes

48. Billing and payment for embedded open access consumer. - (1) Billing, collection, disbursement and other commercial matters shall be same as applicable to short term open access consumers specified in these regulations.

(2) Embedded open access consumers shall continue to pay electricity charges billed to him on monthly basis by the distribution licensee subject to adjustments of quantum of energy and other charges for drawl of power during the period of open access provided in these regulations.

(3) Distribution licensee (s) shall provide the details of these adjustments of quantum of energy and other charges, applicable to such consumer, separately in his electricity bill.

Chapter –XII

Information system

49 Information system. - (1) The nodal agency shall post the following documents/information on its website in a specific link titled “Open access information”:

- (a) These regulations
- (b) Detailed procedure
- (c) List of applications, separately, for long-term open access and medium-term open access received by the nodal agency along with necessary details.
- (d) Separate lists for long-term open access and medium-term open access granted, indicating:
 - a. Name of open access consumers;
 - b. Period of the access granted (start date and end date);
 - c. Point or points of injection;
 - d. Point or points of drawal;
 - e. Transmission systems / corridor (details of lines / substations) used;
 - f. Distribution licensees involved and distribution systems used
 - g. Capacity (MW) for which access has been granted
 - h. List of applications where approval for connectivity or open access has not been granted along with reasons thereof.

Provided that it shall be a constant endeavour of the nodal agency to take steps in accordance with the requirements herein to provide as much information as possible suo motu to the public at regular intervals through various means of communications, including internet, so that information is disseminated widely and in such form and manner which is easily accessible to the public.

(2) Peak load flows and capacity available including the reserve capacity on all EHV lines and HV lines emanating from EHV sub-stations.

(3) The information regarding actual losses in inter-State and intra-State transmission and distribution system in terms of energy (MUs) as well as percentage.

Chapter – XII

Miscellaneous

50. Under-utilisation or non-utilisation of open access capacity in intra-State transmission and distribution system. - (1) A long-term open access consumer who has availed access rights for at least 12 years may relinquish the long-term access rights fully or partly before the expiry of the full term of long-term access, by making payment of compensation for stranded capacity as follows:

(a) If a long term open access consumer submits an application to the nodal agency at least 1 (one) year prior to the date from which such customer desires to relinquish the open access rights, he shall be liable to pay no charges.

(b) If a long term open access consumer submits an application to the nodal agency at any time lesser than a period of 1 (one) year prior to the date from which such consumer desires to relinquish the open access rights, such customer shall pay an amount equal to 66% of the open access charges , as applicable on the date from which the open access right is relinquished, for the stranded transmission and or distribution capacity for the period falling short of a notice period of one (1) year.

(2) A long-term open access consumer, who has not availed open access rights for at least 12 (twelve) years, shall pay an amount equal to 66% of the transmission / wheeling charges, as applicable on the date from which the open access right is relinquished, for the stranded transmission and or distribution capacity for the period falling short of 12 (twelve) years of open access rights

Provided that such an open access consumer shall submit an application to the nodal agency at least 1 (one) year prior to the date from which such customer desires to relinquish the open access rights.

Provided further that in case an open access consumer submits an application for relinquishment of long-term access rights at any time at a

notice period of less than one year, then such open access consumer shall pay an amount equal to 66% of the transmission / wheeling charges , as applicable on the date from which the open access right is relinquished, for the period falling short of a notice period of one (1) year, in addition to 66% of the transmission / wheeling charges, as applicable on the date from which the open access right is relinquished, for the stranded transmission and / or distribution capacity for the period falling short of 12 (twelve) years of open access rights.

(3) The compensation paid by the long-term open access consumer for the stranded transmission and or distribution capacity shall be used for reducing transmission and or wheeling charges payable by other long-term open access consumers and medium-term open access consumers in the year in which such compensation payment is due in the ratio of open access charges payable for that year by such long- term open access consumer and medium-term open access consumer.

(4) A medium-term open access consumer may relinquish open access rights, fully or partly, by giving at least 30 days prior notice to the nodal agency and such medium-term open access consumer shall pay applicable transmission / wheeling charges for the period of relinquishment or 30 days whichever is less.

(5) The short-term open access schedules accepted by the nodal agency in advance or day-ahead basis may be cancelled or revised on an application to that effect made to the nodal agency by the short-term open access consumer:

Provided that such cancellation or revision of the short-term open access schedules shall be effective only after expiry of a minimum period of two (2) days

Provided further that the day on which notice for cancellation or downward revision of schedule is served on the nodal agency and the day from which such cancellation or downward revision is to be implemented, shall be excluded for computing the period of two (2) days.

(6) The short term open access consumer seeking cancellation or downward revision of short-term open access schedule shall pay the transmission / wheeling charges for the first two (2) days of the period for which the cancellation or downward revision of schedule, as the case may be, has been sought, in accordance with the schedule originally approved by the nodal agency, and thereafter in accordance with the revised schedule prepared by the nodal agency during the period of such cancellation or downward revision.

(7) In case of cancellation, specified scheduling and system operation charges shall be payable by the short term open access consumer for two (2) days or the period of cancellation in days, whichever is less.

51. Over injection / drawl from the system. - In case an open access consumer injects or draws more than the allocated capacity in the transmission and or distribution system beyond 10%, the open access consumer shall pay 150% of the applicable transmission and or wheeling charges for this excess injection / drawl than the allocated capacity. The charges for this excess injection / drawal beyond 10% shall be levied in accordance with the approved detailed procedure.

Provided that in case an open access consumer frequently injects or draws more than the allocated capacity then the nodal agency may revise the allocated capacity in the transmission and or distribution system in accordance with the approved detailed procedure. However, before doing this, opportunity shall be given to the open access consumer to explain its position.

52. Curtailment. – (1) If it becomes necessary to curtail power flow on a transmission corridor or distribution system for the reason of transmission or distribution constraints or for maintaining grid security, the transactions already scheduled may be curtailed by the SLDC.

(2) The short-term open access shall be curtailed first followed by the medium-term open access, which shall be followed by the long-term open access and amongst the open access consumers of a particular category, curtailment shall be carried out on pro rata basis. Distribution licensee shall be last to be curtailed.

(3) SLDC shall prepare guidelines for curtailment of open access, which shall be consistent with the provisions of Haryana Grid Code and other relevant regulations. The curtailment guidelines shall be prepared by SLDC within sixty (60) days from the date of notification of these regulations and shall form part of detailed procedure.

Chapter - XIII

Special provisions

53. Dispute resolution. - All disputes and complaints arising under these regulations shall be decided by the coordination committee within a period of 30 days from the date of receipt of application from the concerned party. Appeal against the decision of the coordination committee shall lie with the Commission. The decision of the Commission shall be final and binding.

54. Interpretation. - If a question arises relating to the interpretation of any provision of these regulations, the decision of the Commission shall be final.

55. Saving of inherent powers of the commission. - Nothing contained in these regulations shall limit or otherwise affect the inherent powers of the Commission from adopting a procedure, which is at variance with any of

the provisions of these regulations, if the Commission, in view of the special circumstances of the matter or in public interest or class of matters and for reasons to be recorded in writing, deems it necessary or expedient to depart from the procedure specified in these regulations.

56. Enquiry and investigation. - All enquiries, investigations and adjudications under these regulations shall be done by the Commission through the proceedings in accordance with the provisions of the Electricity Act, 2003 and the HERC (Conduct of Business) Regulations, 2004.

57. Power to amend. - The Commission, for reasons to be recorded in writing, may at any time vary, alter or modify any of the provision of these regulations by specific order.

58. Powers to remove difficulties. - If any difficulty arises in giving effect to any of the provisions of these regulations, the Commission may, by a general or special order, not being inconsistent with the provisions of these regulations or the Act, do or undertake to do things or direct to do or undertake such things which appear to be necessary or expedient for the purpose of removing the difficulties.

59. Power of relaxation. - The Commission may in public interest and for reasons to be recorded in writing, relax any of the provision of these regulations.

60. Repeal. - The Haryana Electricity Regulatory Commission (Terms and Conditions for Open Access for Intra-State Transmission and Distribution System) Regulation 2005, shall stand repealed from the date of coming into force of these regulations.

By Order of Commission

Sd/-
Director (Tariff)

1.4 Rooftop Solar Grid Interactive System based on Net Metering/Gross Metering regulations-2021

Haryana Electricity Regulatory Commission (Rooftop Solar Grid Interactive System Based on Net Metering/Gross Metering) Regulations, 2021 (Sales Circular No. D-33/2021Dated: 25/08/2021).

The Haryana Electricity Regulatory Commission (HERC) has notified the subject cited Regulations in the Haryana Government Gazette on 19.07.2021 introducing for the first time **Gross Metering** and limiting the Net Metering up to 500 kW or up to sanctioned load/contract demand, whichever is lower.

The said HERC Regulations is available on the Commission's website i.e. www.herc.gov.in and is also enclosed herewith for information of all concerned for careful and meticulous compliance with immediate effect.

Haryana Electricity Regulatory Commission (Rooftop Solar Grid Interactive Systems Based on Net Metering/Gross Metering), Regulations, 2021.

Notification

The 19th July, 2021

Regulation No. HERC/54/2021 — In exercise of the powers conferred by Sections 61,66,86(1)(e) and 181 of the Electricity Act, 2003 (Act 36 of 2003) and all other powers enabling it in this behalf, the Haryana Electricity Regulatory Commission hereby makes the following Regulations.

Chapter — I General

1. Short Title, Extent, and Commencement

- 1.1 These Regulations shall be called 'The Haryana Electricity Regulatory Commission (Rooftop Solar Grid Interactive Systems Based on Net Metering/Gross Metering), Regulations, 2021.'
- 1.2 These Regulations shall come into force from the date of publication in the Official Gazette of Haryana.
- 1.3 These Regulations shall extend to the whole of the State of Haryana.

2. Definitions and Interpretations

- 2.1. In these Regulations, unless the context otherwise requires,
 - a) "**Act**" means the Electricity Act, 2003 (36 of 2003) and subsequent amendments thereof;
 - b) "**Agreement**" means the agreement entered into between the distribution licensee and the consumer for net metering/gross metering arrangement as the case may be.
 - c) "**Billing cycle or billing period**" means the period, as specified by the Commission, for which regular electricity bills for sale of power, are prepared for different categories of consumers by the distribution licensee;

- d) "**Commission**" or "**HERC**" means the Haryana Electricity Regulatory Commission constituted under the Act;
- e) "**Commissioning**" or "**date of commissioning**" means the date of synchronization of the rooftop solar system with the grid of the distribution licensee which shall also be certified by the designated officer of the distribution licensee;
- f) "**Consumer**" means any person who is supplied with electricity for his own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of distribution licensee, the Government or such other person, as the case may be;
- g) "**Connected load**" expressed in kilowatt (kW), means aggregate of the manufacturer's rated capacities or in its absence assessed capacities of all energy consuming devices or apparatus connected with the distribution licensee's service line on the consumer's premises;
- h) "**Contract demand**" means the maximum demand kilovolt ampere (kVA) (within a consumer's sanctioned load) agreed to be supplied by the licensee and indicated in the agreement executed between the licensee and the consumer. In case contract demand is not mentioned in the agreement, the sanctioned load or connected load as mentioned shall be considered;
- i) "**Distribution licensee**" means a person granted a license by the appropriate Commission under Section 14 of the Act authorizing him to operate and maintain a distribution system for supplying electricity to the consumers in his licensed area of supply;
- j) "**Electricity Supply Code**" means the Electricity Supply Code specified by the Commission under Section 50 of the Act and subsequent amendments/ re-enactments thereof;
- k) "**Eligible consumer**" means a consumer of electricity other than Agriculture Tube well (AP) consumer in the area of supply of the distribution licensee, who intends

to install or has installed a grid connected rooftop solar system in his premises.

- l) **“Financial year” or “year”** means the period beginning from first day of April in a calendar year and ending with the thirty first day of the March of the next year;
- m) **“Gross Metering”** means the arrangement of measurement of energy in a system under which entire energy generated from rooftop solar PV system installed at eligible consumer premises is delivered to the distribution system of the Licensee;
- n) **“Gross Meter”** means a unidirectional energy meter installed at interconnection point at which electricity generated by Solar Photo Voltaic (SPV) system, is delivered to distribution licensee.
- o) **“High tension”** means supply at high voltage or extra high voltage;
- p) **“Interconnection point”** for rooftop solar systems under net metering/gross metering, shall mean the interface of solar power generation facility with the network of licensee i.e., at metering point. This can be within the consumer premises or outside at the nearest suitable point based on the voltage level at which the system can be connected as per the HERC (Electric Supply Code) Regulations, 2014, and subsequent amendments thereof;
Provided that at the interface point (s), appropriate meter as per CEA (Installation and Operation of Meters), Regulations, 2006 and subsequent amendments thereof shall be installed.
Provided that the consumer may connect rooftop solar system at any convenient point in the load circuit;
- q) **“kWp”** means kilo Watt peak
- r) **“MWp”** means Mega Watt peak
- s) **“Net meter”** or “bi-directional meter” means an appropriate energy meter which is capable of recording both import and export of electricity;
- t) **“Net metering”** means an arrangement of energy metering under which rooftop solar system installed at an eligible consumer’s premises delivers solar power simultaneously with the power supplied by the distribution licensee to the consumer’s premises and deliver the surplus electricity, if any, to the distribution licensee after offsetting the electricity supplied by the distribution licensee during

the applicable billing period or subsequent billing period as provided in these Regulations;

- u) "**Obligated entity**" means the entity mandated by the Commission under Clause (e) of Subsection (1) of Section 86 of the Act to fulfil the Renewable Purchase Obligation (RPO) and identified under the Haryana Electricity Regulatory Commission (Terms and Conditions for determination of Tariff from Renewable Energy Sources, Renewable Purchase Obligation and Renewable Energy Certificate) Regulations, 2017 and subsequent amendments/re-enactments thereof;
- v) "**Premises**" means rooftops or/and any area on the land, building or infrastructure or part or combination thereof in respect of which a separate meter or metering arrangements have been made by the licensee for supply of electricity to the consumer;
- w) "**Prosumer**" means a person who is consumer of electricity from the grid and may also inject electricity into the grid for distribution licensee, using same point of supply.
- x) "**Rated capacity of rooftop solar system**" means the transformation capacity of the inverter forming part of the rooftop solar system;
- y) "**Rooftop solar system**" or "**rooftop solar grid interactive system**" means the solar photovoltaic system installed in any part of a premises of an eligible consumer located within the area of distribution licensee that uses solar irradiation for its direct conversion into electricity;
- z) "**Renewable Energy Certificate (REC)**" means the certificate issued in accordance with the procedures prescribed in The Central Electricity Regulatory Commission (Terms and Conditions for recognition and issuance of Renewable Energy Certificate for Renewable Energy Generation) Regulations, 2010 and subsequent amendments thereof.
 - aa) "**Sanctioned load**" means the load in kW (kilowatt), kVA (kilovolt ampere) or BHP (Break Horse Power), agreed to be supplied by the licensee to the consumer;
 - ab) "**Settlement period**" means the period beginning from the first of April in a calendar year and ending with the thirty first of March of the next year, i.e., same as financial year;

Provided that the first settlement period for a newly commissioned roof top solar system will be from the date of commissioning to March of next year.

- (ac) "**Solar meter**" means a unidirectional energy meter installed as an integral part of the net metering system at the point at which electricity generated by Solar Photo Voltaic (SPV) system, is delivered to the main panel of an eligible consumer;
- (ad) "**Tariff order**" in respect of a distribution licensee means the ARR/Tariff Order issued by the Commission under section 62 of the Act for that distribution licensee for the relevant year indicating the retail supply rates to be charged by the distribution licensee from various categories of consumers for supply of electrical energy and for other services;
- (ae) "**Third party owner**" means a developer who installs, maintains and operates the solar energy generation system on a rooftop but does not own the rooftop and enters into a lease / commercial agreement with the rooftop owner, in such case of net metering /gross metering arrangement owned by third party, the eligible consumer only shall enter into an agreement with the Licensee.
Provided that any arrangement/contract between eligible consumers and third party shall be confined to the agreeing/contracting parties and shall in no way create any encumbrance whatsoever for the distribution licensee; Distribution Licensee shall deal only with the eligible consumer only for all intents and purposes under these Regulations.

- 2.2. All other words and expressions used in these Regulations although not specifically defined herein above, but defined in the Act, shall have the same meaning as assigned to them in the Act.
- 2.3. All other words and expressions used herein but not specifically defined in these Regulations or in the Act but defined under any law passed by the Parliament/State Legislation applicable to the electricity industry in the State shall have the meaning assigned to them in such law.

Chapter — II

Scope, Eligibility, and Applicability

3. Scope and Applicability

- 3.1. These Regulations shall apply to all the distribution licensee(s) and the eligible Consumers/Prosumers of electricity of distribution licensees within the State of

Haryana.

- 3.2. The eligible consumer may install the rooftop solar system under net metering/gross metering arrangement which:
- a) shall be within the permissible rated capacity as defined under these Regulations;
 - b) shall be located in the consumer premises;
 - c) shall interconnect and operate safely in parallel with the distribution licensee's network.
- 3.3. The rooftop solar grid interactive system installed in a premises by an eligible consumer of distribution licensee may be self-owned or third party owned under RESCO model.
- 3.4. The rooftop space available in Government organizations/ institutions/ buildings can also be provided on lease to independent power producers/ RESCO developers for setting up of rooftop solar systems.
Provided that the Government organizations/ institutions/ buildings, may also set up rooftop solar systems of permissible capacity as defined under these regulations on their own or through third party, under net metering/ gross metering.
- 3.5. The facility of Net metering shall not be available to the consumer drawing power under Open Access mechanism.
- 3.6. These Regulations do not preclude the right of any person or state authorities to undertake rooftop solar projects of capacity above the limit of sanctioned load/contracted demand through alternative mechanism i.e. other than net/gross metering arrangement.
- 3.7. In case a person is applying to the distribution licensee(s) for new electricity connection along with rooftop solar system under net metering/gross metering, the distribution licensee(s) shall grant the connection subject to technical feasibility and admissibility of installation of applied capacity of Roof Top Solar System as per these regulations. The refusal of the said application shall only be with a Speaking Order.

3.8. A rooftop solar grid interactive system that has not received technical feasibility approval at the time of notification of these Regulations shall be required to be set up under the provision of these Regulations.

4. General Principles:

4.1. The distribution licensee shall allow the eligible consumers, the facilities of net metering/gross metering, in its area of supply on a non-discriminatory and first come first served basis.

4.2. Any eligible consumer, who intends to discontinue net metering/gross metering arrangement with the distribution licensee shall be allowed, subject to a written notice to the distribution licensee made at least two months in advance. Any excess energy generation remaining unadjusted as on the date of termination of the agreement shall lapse and the same shall not be eligible for any payment or adjustment.

4.3. Network Augmentation:

a) In case network augmentation is required for LT consumers the cost of network up-gradation/ augmentation/strengthening shall be completely borne by the distribution licensee. The network up-gradation/ augmentation/strengthening work shall be executed by the distribution licensee.

b) In case network augmentation is required for HT consumers the cost of network up-gradation/ augmentation/strengthening shall be borne by the eligible consumer and the distribution licensee in the ratio of 50:50. The network up-gradation/ augmentation/ strengthening work may be executed by the distribution licensee or the HT consumer subject to payment and supervision charges if any as determined by the Commission. However, any upgradation required in metering system and thereafter in consumer premises shall be born by the consumer himself.

4.4. Capacity Target for Distribution Licensee:

The distribution licensees shall continue to allow roof top solar system to eligible consumers as long as the total capacity (in MW) of rooftop solar systems does not exceed the target capacity determined by the Commission;

Provided a maximum cumulative capacity up to 500 MW, including the RTSS capacity already installed, shall be allowed to the eligible consumers under net metering/gross metering in the State as a whole. This may be reviewed yearly by the Commission Suo-motto or on an application filed by the DISCOM(s) or any other stake holders.

5. Eligible Consumers and Project Capacity:

5.1. All consumers of electricity, except AP Consumers, in the area of supply of the distribution licensee shall be eligible to avail net metering/gross metering for establishment of rooftop solar systems on a first- come-first-serve basis subject to technical limitations as specified in these Regulations.

Provided that the consumer shall be eligible to install rooftop solar system of capacity as specified in these regulations.

Provided that the eligible consumer availing gross metering arrangement under these Regulations shall not be allowed to apply for net metering arrangement within the same premises

Provided that the eligible consumer availing net metering arrangement under these Regulations shall not be allowed to apply for gross metering arrangement within the same premises

Provided that the entire power generated from roof top installation shall be injected into the distribution system of the Licensee at the interconnection point if the eligible consumer opts for gross metering.

5.2. Transformer Loading:

The Distribution Licensee shall provide information on its website regarding capacity available on distribution transformer(s) for feeding the eligible consumer at different locations for connecting rooftop solar PV system within three months from the date of commencement of these Regulations, and shall update the same within one month of the start of the subsequent financial year, under intimation to the Commission.

Provided that the cumulative capacity of rooftop solar systems to be allowed at a particular distribution and power transformer of the distribution/transmission licensee shall not exceed 50% and 30% of the rated capacity of that distribution and power transformer respectively in case of interconnection with the grid at

low and high tension or the revised transformer capacity limit as may be determined by the Commission from time to time.

Provided further that in case of multiple applications from consumers fed through a transformer for participation in the scheme, the connectivity with the rooftop solar PV system shall be allowed on first come first serve basis.

- 5.3. The maximum rated capacity of rooftop solar system, to be installed by any eligible consumer in his premises, shall not exceed its connected load/sanctioned load in case of Low-Tension connection and contract demand in case of High-Tension connection.

Provided that net metering to the consumer shall be allowed for the loads up to 500 kW or up to sanctioned load/contracted demand, whichever is lower and in case of gross metering for the loads up to sanctioned load/contracted demand of the eligible consumer.

Provided further that minimum rated capacity of rooftop solar system that can be set up under net metering/gross metering arrangement shall not be less than 1 kW.

Provided also that a variation in the rated capacity of the system within a range of five percent shall be allowed with reference to the capacity caps given above

Provided also that distribution licensee shall accept SPV Power as per useful life of SPV System.

Chapter — III **In House Roof Top Solar Monitoring Mechanism**

6. In House Roof Top Solar Monitoring Mechanism

- 6.1. Every distribution licensee shall put in place in-House Roof Top Solar Monitoring Mechanism, within one month from the date of notification of these Regulations
- 6.2. The guidelines for Constitution and functions of such in house Monitoring Mechanism shall be as per the details attached at relevant Annexure of these Regulations.

Chapter — IV

Interconnection with the Grid — Technical Standards and Safety Aspect

7. Interconnection with the Grid:

- 7.1. The voltage level for interconnection with the grid shall be as specified in the Haryana Electricity Supply Code or the voltage level at which an eligible consumer has been given supply by the distribution licensee. The cost of evacuation system and interconnection of roof top solar PV system with the distribution system shall be borne by the eligible consumer.
- 7.2. The interconnection of the rooftop solar system with the network of the distribution licensee shall conform to the technical standards for connectivity of distributed generation resources specified under the *CEA (Technical Standards for Connectivity of the Distributed Generation Resources) Regulations, 2013*, and subsequent amendments thereof.
- 7.3. The interconnection of the rooftop solar system with the distribution system of the licensee shall also conform to the relevant provisions of the *CEA (Measures Relating to Safety and Electric Supply), Regulations, 2010*, as amended from time to time.
- 7.4. The eligible consumer shall be responsible for safe operation, maintenance and rectification of any defect of the rooftop solar system up to the point of net meter or gross meter, beyond which the responsibility of safe operation, maintenance and rectification of any defect in the system, including the net meter, shall be that of the distribution licensee.

Provided that in case at any point of time, on measurement, the DC content, flicker content or harmonic content in the supply is found to be more than the permitted values as per CEA Regulations, the consumer will immediately disconnect the Solar PV system from the distribution licensee network and will not reconnect till he satisfies, in writing to the designated officers that the said parameters have been brought within the permissible values.

- 7.5. The distribution licensee shall have the right to disconnect the rooftop solar system at anytime in the event of threat/damage from such rooftop solar system to its distribution system to prevent any accident or damage, without any notice.

The distribution licensee may call upon the consumer to rectify the defect within a reasonable time.

- 7.6. The rooftop solar system must be capable of detecting an unintended islanding condition. The system must have anti-islanding protection to prevent any feeding of power into the grid, in case of failure of supply or grid failure. Applicable IEC/IEEE technical standards shall be followed to test islanding prevention measure for grid connected PV inverters.
- 7.7. The rooftop solar system must fulfill the technical requirements for grid interconnection with the network of the distribution licensee and it shall be separately grounded/earthed.
- 7.8. Any alternate source of supply shall be restricted to the consumer's network and the consumer shall be responsible to undertake adequate safety measures to prevent battery power/diesel generator power/backup power extending to grid on failure of distribution licensee's grid supply.

Provided that in case of non-compliance of above guidelines, penalties shall be levied as may be decided by the Commission from time to time.

- 7.9. Every rooftop solar system shall be equipped with automatic synchronization device.
Provided that the rooftop solar system using inverter shall not be required to have separate synchronizing device, if the same is inherently built into the inverter.
- 7.10. The inverter shall have the features of filtering out harmonics and other distortions before injecting the energy into the system of the distribution licensee. The Total Voltage Harmonic Distortion (THD) shall be within the limits specified in the Indian Electricity Grid Code (IEGC)/IEEE technical standards.
- 7.11. The Technical Standards/Parameters/Regulations mentioned in this Section shall be followed as per the latest applicable/modified/amended versions of the corresponding Standards/Parameters/Regulations.

8. Technical Standards:

All technical and operational aspects of rooftop solar system shall conform to the standard specified in the following Regulations/Codes, wherever applicable, as amended from time to time:

- a. The HERC (Haryana Grid Code) Regulations, 2009
- b. The HERC (Electricity Supply Code) Regulations, 2014;
- c. The CEA (Technical Standards for Connectivity of the Distributed Generating Resources) Regulations, 2013;
- d. The CEA (Installation and Operation of Meters) Regulations, 2006;
- e. The HERC (Standards of Performance of Distribution Licensee and determination of Compensation) Regulations, 2020;
- f. The HERC Distribution System Planning and Security Standards and Operating Standards;
- g. The CEA (Measures relating to Safety and Electric Supply) Regulations, 2010; and
- h. All other relevant Regulations issued from time to time.

9. Third Party Owned Rooftop Solar PV system based on Net Metering /Gross Metering:

- 9.1. The third party owned rooftop solar PV net metering or gross metering model may consist of the developer or intermediaries leasing out solar PV system to interested rooftop owners. The owner of the premises shall provide the rooftop and engage a turnkey installer to design and install the system. The installers may also offer integrated service of leasing, commissioning and maintenance of Solar PV system to owners and guaranteeing standards of performance.
- 9.2. In the third party owned solar PV system, based on net metering, the electricity generated from such plants/system shall be used to meet the eligible consumer's internal electricity needs up to the capacity allowed under the Regulations and the excess generation shall be fed into the Grid (network of licensee) on Net Metering basis, whereas, in case of gross metering, all the generation shall be fed into the Grid (network of licensee) at the interconnection point.
- 9.3. The developer shall continue to be the owner of equipment in third party owned system, to qualify for claiming depreciation on capital cost for the solar PV system with associated direct tax benefits, if any.

Chapter — V
Metering, Energy Accounting, and Settlement

10. Metering

- 10.1. The metering system shall be as per CEA (Installation and Operation of Meters) Regulations, 2006, as amended from time to time.
- 10.2. The solar meter (unidirectional meter) is required to be installed as an integral part of the net metering system at the point at which the electricity is generated by Solar Energy System and delivered to the main panel of the grid.
- 10.3. The net metering equipment (Bi-directional meters), the Solar meter and Gross meter (unidirectional) shall be installed as per CEA Regulations and maintained by the distribution licensee.

Provided that the eligible consumer may procure net meter/solar meter/gross meter as per the technical specification of the distribution licensee and present the same to the distribution licensee for testing and installation as per provisions of the Electricity Supply Code. The location of the meter shall be as per CEA Metering Regulations.

Provided further that for all rooftop solar systems of capacity 20 kW and above, net meter, solar meter as well as gross meter shall be Automated Meter Reading (AMR).

Provided also that it will be mandatory to install adequate communication/data telemetry equipment with the rooftop solar system of capacity 50 kW and above, and share relevant data with the distribution licensee as per the requisite format.

Provided that all the costs related to metering, establishing communication system/data telemetry equipment shall be borne by the eligible consumer.

Provided also that a check meter shall be mandatory for roof top solar PV system of rated capacity more than 50 kWp by the eligible consumer at his cost.

Provided also that in case the eligible consumer is under the ambit of TOD Tariff, the meter compliant of recording time of day consumption/ generation shall be installed.

- 10.4. The provisions of meter rentals shall be governed as per the Schedule of General and Miscellaneous charges for Distribution and Transmission licensee, 2019 as amended from time to time.
- 10.5. It shall be the distribution licensee's responsibility to satisfy itself regarding the accuracy of the meter(s) before it is installed and the distribution licensee shall ensure that the meters have been duly tested and accordingly certified before Installation.
- 10.6. In case of multiple rooftop solar plant within a premise, the Net Meter, Solar Meter and Gross Meter shall be installed at such locations in the premises or outside the premises of the eligible consumer or person as would enable easy and unhindered access to the distribution licensee's representative for meter reading.
- 10.7. The installed meters shall be jointly inspected and sealed by the distribution licensee in the presence of the consumer as per the procedure laid down in HERC Electricity Supply Code 2014 as amended time to time.
- 10.8. The meter reading taken by the distribution licensee shall form the basis of billing and commercial settlement.

11. Energy Accounting — Net Metering/Gross Metering Arrangement:

- 11.1. **Energy Accounting:** The energy accounting and settlement procedure for consumers installing and operating rooftop solar system under net metering/gross metering arrangement shall be as per the following procedure:

For Net Metering:

- a) Electricity generated from a rooftop solar system shall be cumulatively capped at 90% of the electricity consumption by the consumer at the end of settlement period which shall be the relevant financial year. In case solar power system is connected to the grid during part of the year, the 90% capping shall be on the electricity consumption from the date of connection (to the grid) to the end of the financial year. The carry forward of excess energy generation shall be allowed from one billing cycle to the next billing cycle up to the end of the same financial year. Any excess generation (above 90%) at the end of the financial year shall not be offset against the consumer's consumption. There shall be no carry forward of excess energy to the next financial year.

- b) The distribution licensee will provide the following details along with the electricity bill relating to each billing period:
- i. Quantum of electricity injected into the distribution system by the rooftop solar system;
 - ii. Quantum of electricity supplied by the distribution licensee to the eligible consumer;
 - iii. Quantum of net electricity that has been billed for payment by the eligible consumer;
 - iv. Quantum of electricity credit available to the eligible consumer, which is to be carried over from the previous billing period;
- c) In case the electricity injected by the rooftop solar system exceeds the electricity consumed during the billing period, such excess injected electricity shall be carried forward to the next billing period as electricity credit and may be utilized in the following billing periods but within the same settlement period;
- d) In case the electricity supplied by the distribution licensee during any billing period exceeds the electricity injected in the grid by the eligible consumer's rooftop solar system, the distribution licensee shall raise invoice for the net electricity consumption after taking into account any electricity credit balance remaining from the previous billing periods;
- e) In case the eligible customer is under the ambit of time of day tariff, as determined by the Commission, the electricity consumption in any time block (e.g., peak hours, off-peak hours, etc.) shall be first compensated with the electricity injection in the same time block. Any excess injection over consumption in any time block in a billing cycle shall be carried forward to the corresponding time block in the subsequent month for adjustment purpose against energy supply at the lowest applicable Tariff across all the slots.
- f) The excess injected electricity measured in kilowatt hour (kWh) shall only be utilized to offset the consumption measured in kWh and shall not be utilized to compensate any other fee and charges imposed by the distribution licensee;
- g) The unadjusted net credited units of electricity shall be settled by the

distribution licensee at the end of settlement period. These unadjusted units shall lapse at the end of the settlement period and shall not be paid for by the distribution licensee;

11.2. In case, consumer is being billed on kVAh reading basis, then kVAh shall be computed for billing purpose as under:

- i. Net Consumption (in kWh) = kWh (Import) - kWh (Export)
- ii. Net Consumption (in kVAh) = Net Consumption (in kWh) divided by the power factor maintained by the consumer during corresponding billing period.

11.3. Regardless of availability of electricity credits with the eligible consumer during any billing period, the consumer will continue to pay applicable charges such as fixed/demand charges, Government levy, etc.

11.4. Monthly Minimum Charges (MMC), where applicable, shall continue to be related to total consumption of the consumer and not to the net consumption.

Besides Monthly Minimum Charges (MMC) or consumer tariff whichever is applicable, Distribution Licensee may also raise invoice for any other charges as allowed by the HERC from time to time including Electricity Duty (E.D), Municipal Tax (M.T) and Fuel Surcharge Adjustment (FSA), etc.

11.5. The distribution licensee shall continue to accept the solar power from the rooftop solar system installed by the consumers as per these Regulations as amended from time to time unless the solar power generator ceases to be a consumer of the licensee or the rooftop solar system is abandoned earlier.

11.6. In case, an eligible consumer leaves the system, such consumer's unused credits for excess energy generated shall lapse and shall not be paid-for or adjusted in any other manner by the distribution licensee.

For Gross Metering:

- i. Meter readings shall be taken as per the applicable billing cycle as provided in the HERC (Electricity Supply Code) Regulations 2014 and subsequent amendments thereof;
- ii. The case of rooftop solar PV system under gross metering arrangement, the Licensee shall undertake energy accounting and settlement with the eligible consumer only who is also the signatory of the interconnection agreement with the Licensee.

iii. The energy accounting and settlement procedure for eligible consumers installing and operating rooftop solar PV system under gross metering arrangement shall be as per the following procedure:

- a. For each billing period, the Licensee shall show the quantum of electricity (in kWh) injected by the rooftop solar PV system installed at the premises of the eligible consumer in the billing period.
- b. The Distribution Licensee shall reimburse the eligible consumer for the quantum of injected electricity by the rooftop solar PV system during the billing period by way of 'Solar Injection Compensation'.

Provided that the energy drawl by such eligible consumer/ prosumer and energy injected by them under gross metering arrangement shall be considered as two separate transaction and the payables for energy drawn by the prosumer shall not be set off against his receivable for export of power to the distribution licensee.

Provided further that for each unit (kWh) of energy generated and injected into the grid by eligible consumer/prosumer shall be paid by the DISCOMs at Rs. 3.11/- per kWh. The said rate has been determined by the Commission for the solar power projects setup/ to be setup in Haryana under PM Kusum Scheme wherein the cost of land/lease rental and higher O & M expenses are included. Further in the tariff discovered for solar energy through competitive bidding is continuously below Rs 3/- per unit. Nonetheless, given the high cost of land in Haryana including its limited availability, rooftop solar system can only drive the solarization in Haryana. Hence, the tariff shall be Rs. 3.11/- per unit for five year without any escalation despite market asymmetry. The Commission may revise/re-determine the tariff after a period of five year from the notification of these Regulations.

iv. Late payment surcharge on delayed payment of the Solar Injection Compensation shall be levied in the same manner as per the procedure laid down by the Commission in the relevant HERC (Electricity Supply Code) Regulations,2014 and subsequent amendments thereof;

Provided that such delayed payment surcharge shall also be payable to the eligible consumer in the same manner as per procedure specified for the

consumer of the Licensee in the HERC (Electricity Supply Code) Regulations 2014 and subsequent amendments thereof;

- v. There shall be no deemed generation charges for whatsoever reason including grid un-available payable to the eligible consumer or third-party owner of the solar rooftop system.
- vi. The Distribution Licensee shall be responsible for billing of the electricity injected by the rooftop solar PV system into the distribution system. The bills prepared by the distribution license shall necessarily include the following:
 - a. Quantum of electricity injected into the distribution system by the rooftop solar PV system.
 - b. Quantum of Solar Injection Compensation payable by the Licensee.

Provided that the billing period and due date of the bills shall be the same as that of the eligible consumer in whose premises the solar system has been installed.

Provided also that Licensee shall reimburse the eligible consumer of the solar rooftop system, within the due date of the electricity bill of the consumer in whose premises the rooftop solar PV system has been installed.

12. Applicability of Other Charges

The rooftop solar system commissioned under these Regulations, whether self-owned/third party owned installed in the premises, for the energy injected by them in the grid shall be exempted from all wheeling, cross subsidy, transmission and distribution, and banking charges and additional surcharges. However, statutory duties/cess, if applicable shall be payable.

13. Energy Accounting During Meter Defect/Failure/Burnt meter

- 13.1. In case of defect/failure/burnt net meter/gross meter, the rooftop solar system owner shall report the failure to the distribution licensee in the specified format of distribution licensee.
- 13.2. The distribution licensee shall undertake necessary action and replace the meter as specified in the *HERC (Electricity Supply Code) Regulations, 2014*, and amendments thereof.
- 13.3. During the period the meter remained dead or defective, the distribution licensee may consider the energy generated by the rooftop solar for the solar energy generation benefits by considering 19% CUF.

Provided that the defective meter shall be replaced within the prescribed time period as mandated under HERC Supply Code Regulations, 2014 as amended from time to time.

CHAPTER — VI

Application Process, Procedure, and Fee

14. Application Process and Procedure

14.1. Filing of Application

- a) The eligible consumer (applicant) may either apply online on the distribution licensee website and/or HAREDA website (Format 1) or submit the application in the prescribed form in the concerned subdivision. The application shall be accompanied with non-refundable processing fee of Rs. One thousand.
- b) An applicant that is a Trust/Committee/Housing Society/ Partnership Firm/ Company etc. shall submit the Application Form (Format 1) along with an Authorization Certificate (Format 1(a)).
- c) The applicant shall receive an acknowledgement email/short message service (SMS) on submission of the application. The acknowledgement email/SMS shall provide a unique registration number assigned to each applicant for future correspondence. (Format 1(b)).
- d) The distribution licensee shall maintain a separate Application Register for net metering/gross metering applicants (manual or online) for reference and records.

14.2. Application Processing:

- a) After submission of the application, complete in all aspect by the consumer, the distribution licensee shall undertake technical feasibility within 15 days of the date of acknowledgement issued to the applicant.
- b) The designated officer of distribution licensee shall undertake feasibility check (Form A) and submit the same to the Executive Engineer of the respective division.
- c) If the proposal is found technical feasible, the distribution licensee shall approve the application and intimate the same to the applicant by issuing

Letter of Approval (LoA) (Format 2) via email/SMS/post within 22 days from the issuance of acknowledgement of the application.

Provided that for the proposed system size equal to or less than 5 kWp, technical feasibility approval shall be provided to the applicant within ten days, from the date of application, by the distribution licensee.

- d) In case any deficiencies are found in the application, on account of rooftop system capacity and available D.T. Loading as specified in these Regulations, during technical feasibility study, the same shall be intimated by the distribution licensee to the applicant via Format 2(a) through email/SMS notification within 15 days from the date of issuance of acknowledgement of application and within 5 days for proposed system capacity equal to or less than 5 kWp
- e) The applicant shall remove all identified deficiencies within a period of 15 days from the receipt of intimation (Format 2(a)) and intimate the distribution licensee about the resolution of deficiencies (Format 2(b)) through email/post. Provided that the DISCOM shall assess the resolution of deficiencies and provide Letter of Approval (LoA) (Format 2) to the applicant upon satisfaction. In case deficiencies are not removed in the said period, the application shall stand cancelled.
- f) In case the proposal is not found technically feasible, the same shall be intimated to the applicant vide Format 2(c) within 22 days from the issuance of the acknowledgement of application.

14.3. Approval for Installation:

- a) The applicant shall install rooftop solar system within 180 days from the receipt of LoA (Format 2), as per the Standards/Codes specified under these Regulations.
- b) The aforesaid duration of 180 days is the maximum permissible time allowed to the applicant for installation of rooftop solar, unless an extension is sought in writing and allowed by the distribution licensee. However, in case no extension is sought/allowed, the LoA shall become null and void. Further time period covered under forced majeure conditions shall be dealt accordingly. However, the applicant shall be at liberty to complete the installation process before this period and approach the distribution licensee to initiate subsequent steps.

14.4. Signing of Agreement

- a) The applicant shall submit duly filled and signed net metering/gross metering agreement using Format 3 to the distribution licensee(s) within 30 days of the date of issuance of LoA.
- b) The agreement shall be then signed by the distribution licensee within three days of receipt of duly filled net metering/gross metering agreement from the applicant

14.5. Procurement of Meters

- a) In case the applicant intends to procure meter from the distribution licensee, the applicant shall submit the Intimation Form (Format 4) along with an appropriate procurement fee to the distribution licensee. This shall be intimated to the distribution licensee at least 30 days prior to the expected date of submission of Work Completion Report (Format 5).
- b) In case the applicant intends to procure meter on its own, the applicant shall submit the procured meter along with a safety certificate and request form for testing of meter (Format 4(a)) to the distribution licensee/test centers approved by the distribution licensee, at least 30 days prior to the expected date of submission of Work Completion Report (Format 5).

Provided that the consumer shall procure meter from the empaneled vendor of the Distribution Licensee.

- c) The distribution licensee/test centers shall intimate the applicant (Format 4(b)) regarding the completion of the meter testing and the results thereto.

14.6. Work Completion and Commissioning

a) For system size greater than 20 kWp:

- i. The applicant/eligible consumer shall submit the Work Completion Report (Format 5) to the office of Directorate of Electrical Safety, Government of Haryana/ authorized person as per guidelines/instructions issued by the Chief Electrical Inspector, Haryana as per applicability. In case the consumer is availing subsidy, the work completion report is also to be shared with the DISCOM.

- ii. The appropriate authority, as specified above, shall undertake system inspection and safety checks, as per applicable practices, within seven days of submission of work completion report and issue safety certificate.

Provided that in case the Work Completion Report is not satisfactory, the applicant shall resolve the discrepancies within seven days of receiving the intimation from the appropriate authority, and resubmit the Work Completion Report.

- iii. The distribution licensee shall synchronize the system with the distribution grid post verification of the Work Completion Report, install meters, issue letter of synchronization, and Date of Commissioning (COD) (Format 7) to the applicant.

b) For system size less than 20 kWp:

- i. The applicant shall submit the Work Completion Report (Format 5) to the distribution licensee. In case the consumer is availing subsidy, the work completion report is also to be shared with DISCOM.
- ii. The distribution licensee shall undertake system inspection and safety checks, as per applicable practices, within seven days of submission of work completion report and undertake system synchronization.
- iii. Provided that in case the Work Completion Report is not satisfactory, the applicant shall resolve the discrepancies within seven days of receiving the intimation from the appropriate authority, and resubmit the Work Completion Report.
- iv. The distribution licensee shall synchronize the system with the distribution grid post verification of the Work Completion Report, install meters, issue letter of synchronization, and Date of Commissioning (COD) (Format 7) to the applicant.

14.7. Subsidy/Central Finance Assistance (CFA):

DISCOM shall develop process for delivery of CFA to the applicable consumer as per provisions of guidelines of MNRE with regard to installation of grid connected roof top solar system in-vogue within three months of notification of these Regulations, if the same is not put in place earlier and the applicable consumer may approach it to avail CFA accordingly.

Chapter- VII **Other Provisions**

15. Renewable Purchase Obligations:

The quantum of electricity consumed by eligible consumer, who is not an obligated entity, from the rooftop solar system under net metering/gross metering arrangement shall qualify towards compliance of Renewable Purchase Obligation (RPO) for the distribution licensee.

Provided that any energy consumed by the obligated entities from rooftop solar over and above of its RPO shall also accounts towards the RPO of the DISCOMs.

Chapter- VIII **Miscellaneous**

16. Power to Give Directions

The Commission may, from time to time, issue such directions and orders as considered appropriate for implementation of these Regulations.

17. Power to Remove Difficulties

If any difficulty arises in giving effect to the provisions of these Regulations, the Commission may, by an Order, make such provisions, not inconsistent to the provision of the Act and these Regulations, as may appear to be necessary for removing the difficulty.

18. Power to Relax

The Commission may by general or special order, for reasons to be recorded in writing and after giving an opportunity of hearing to the parties likely to be affected, may relax any of the provisions of these Regulations.

19. Power to Amend

The Commission may from time to time add, vary, alter, suspend, modify, amend or repeal any provisions of these Regulations after following the due process.

20. Repeal and Savings

Save as otherwise provided in these Regulations, the HERC (Rooftop Solar Grid Interactive System Based on Net Metering) Regulations, 2019 is hereby repealed.

Provided that the existing net metering arrangements setup under the provisions

of the HERC (Rooftop Solar Grid Interactive System Based on Net Metering) Regulations, 2019 shall continue to be governed by the aforesaid Regulations.

By Order of the Commission

Sd/-

Secretary

Haryana Electricity Regulatory Commission

A. DISCOM in house Rooftop Solar Monitoring Mechanism

1.1. Constitution of in-house Rooftop Solar Monitoring Mechanism

- a) Every distribution licensee shall constitute an in-house Rooftop Solar Monitoring Mechanism, without any additional expenditure (under an officer of status/rank not below that of Superintending Engineer or equivalent).
- b) The Monitoring Mechanism so constituted shall be provided with necessary authority and resources with relevant qualification and experience so as to execute the functions assigned to the Distribution Licensee under these Regulations.
- c) Representative from the state nodal agency (SNA) (Project Officer) shall facilitate the Technical and Process Committee on subsidy related and allied matters.

1.2. The officers of Monitoring Mechanism shall meet at least once in a month to take up the functions assigned to it.

1.3. Functions

- a) Design interconnection process and procedures, adhere to Policy and Regulatory provisions, support and address issues being faced for smooth deployment of rooftop solar in the State.
- b) Appraise utility field officials about the changes in Policy and Regulatory provisions.
- c) Develop web-based application system for ease in application filing, monitoring, and tracking of the same.
- d) Assist the billing department to incorporate adequate changes in its billing procedures and develop online billing mechanism, if it does not exist already.
- e) Form Technical and Process Committee to facilitate adequate framework for large scale deployment of rooftop solar in the State.
- f) Support stakeholders during implementation of the interconnection framework and address issues and bottlenecks.
- g) Assist senior management and utility field officers to ease rooftop solar deployment.
- h) Facilitate training of field officers on rooftop solar.
- i) Assist and act on the directions under these Regulations.

1.4. Reporting Requirement

- a) The Monitoring Mechanism of distribution licensee(s) shall submit quarterly report to

the Commission and shall also place this information on the distribution licensee(s) website.

- i. Total number of applications received;
- ii. Total number of applications processed;
- iii. Number of applications rejected or on hold with reason(s) of rejection;
- iv. Total number of eligible consumers' interconnections at the end of previous quarter;
- v. Total kW capacity of eligible consumers interconnected at the end of previous quarter;
- vi. Total kWh received by the eligible consumer from the distribution licensee by month and by quarter;
- vii. Total kWh of solar energy generated by the eligible consumer by month and by quarter;
- viii. Total kWh delivered by the eligible consumer to the distribution licensee as per the billing cycle and by quarter;
- ix. For each eligible consumer interconnection:
 - a. Solar technology utilized;
 - b. Gross power rating;
 - c. Geographic location; and
 - d. Date of interconnection.

Format 1
Application form for connectivity of Rooftop Solar Photovoltaic (RTSPV) System
(To be submitted by Applicant)

Application Form Number _____ **(To be filled by DISCOM)**

To

The Executive Engineer

_____ (Distribution Licensee Name)

_____ (Name of the Division)

(Name / Address of office)

Date:

I / we herewith apply for a renewable energy Net/ Gross metering connection at the existing service connection for RTSPV system. The details are provided below.

S. No.	Particulars	Details of the Applicant
1.	Name and Address of Consumer/Applicant (with site address)	Name Father's Name Address
2.	Consumer No. (A/c. No.) (Owner of the premises)	
3.	Category (Domestic/ Non-Domestic/ Commercial/Industrial etc. specify) (Owner of the premises)	
4.	Aadhaar Number	
5.	Telephone number	
6.	Email Address	
Details of the Existing Connection		
7.	Sanctioned Load/ Contracted Demand (kW/ kVA/ HP)	
8.	Existing Connectivity Voltage (Single Phase LT/ Three Phase LT/ Three Phase HT)	

S. No.	Particulars	Details of the Applicant
	Details of the Proposed System	
9.	Capacity of RTSPV system proposed to be connected (kW)	

Certification

I hereby state that the information provided above is best and true to my knowledge.

Date: _____ Signature of Eligible Consumer/
Authorized Signatory

Place: _____

Documents to be submitted along with the application form:-

1. Certificate of Authorized Signatory, if other than domestic Applicant.
2. Papers establishing ownership of premises where RTSPV System is being installed
3. Copy of **Latest** electricity bill
4. Mode of payment- Online (NEFT/RTGS/Credit Card/Debit Card) – to be adjusted in bill
5. Copy of Aadhaar Card

Note:

Only the person who has the service agreement with the appropriate DISCOM can avail the RTSPV metering connection. If the agreement is not in the name of the Applicant, then the Applicant must undertake Change of Tenancy with the appropriate DISCOM before applying for metering connection.

Related Instructions and Terms & Conditions for Submission of Format 1

Instructions:

1. The filled-in application along with the necessary documents shall be submitted to concerned Division office, _____ DISCOM.
2. The application fees (non-refundable) of INR shall be payable in Cash / DD / Online (NEFT/RTGS) / adjusted in the bill.
3. It is recommended that the Applicant select a system installer to install the RTSPV System who is an empanelled contractor with Ministry of New and Renewable Energy (MNRE), Govt. of India and/ or State Nodal Agency (SNA). The list of the same is available on the website of MNRE and SNA
4. For RTSPV system size of more than ----- kWp (as per the State's regulations), the inspecting officer of the Electrical Inspectorate, State Government shall inspect and issue a Safety Certificate for commissioning.
5. For RTSPV system size of less than ----- kWp, the consumer will submit a safety certificate issued by chartered engineers circulated vide circular no. _____, or any other authority or self-certified, as per the regulations of the respective State.

General Terms and Conditions:

1. The premise must have easy access for inspection, metering and other necessary checks.
2. The Applicant should be the owner of the property or an authorized person of the owner organization or third party, as the case may be. If the property is in the name of the Company, Trust, Co-operatives / partnership firms, then authorization shall be assigned to a person for correspondence, paperwork, execution of various agreements, etc. The board / management of the organization must authorize such person. In case of partnership firms, the authorized signatory must be one of the partners, to whom written consent has been given by the other partners.
3. The suggestive format for authorization certificate can be downloaded from the website or from Consumer Information manual. This authorization certificate must be submitted to the DISCOM office at the time of submitting the interconnection agreement signed by the authorized person.
4. Application is not transferable.
5. DISCOM shall not be held responsible for any legal disputes between the Applicant and RTSPV installer arising out of the contract.
6. The proposed capacity of the RTSPV system shall be in-line with the provisions of the appropriate supply code and Regulations of HERC, as amended from time to time, for permitting consumer connections.

Format 1(a)

Authorization Certificate

(To be submitted by the Applicant, in case applicable)

(For the application registered for installation of renewable energy system under net/ gross metering program on behalf of a Trust / Committee / Housing Society etc.)

Date: _____

We, _____ (Name of Trust / Company / Committee / Housing Society, etc.), residing at _____

Pin: _____

wish to participate in the on-going net/gross metering plan for installation of RTSPV system initiated by DISCOM and we accept all the terms and conditions mentioned in the application form and any other formats laid down by DISCOM for this purpose.

Mr./Ms. _____ (Name of Official /Person), residing at _____ is hereby mutually authorized to accept on our behalf, all the terms and conditions of the RTSPV net/ gross metering program regarding installation and commissioning of RTSPV system mentioned under the Application form or any other format prepared in this behalf by DISCOM and to execute such documents, agreements and other writings as may be necessary or required for this purpose

Further, the above authorized person namely Mr./Ms. _____ (Name with Contact Number) is also nominated as the contact person on our behalf for any matter relating to the Installation, Operation and Inspection of RTSPV system.

Signature/ Name of authorized person/ organization

(With Stamp)

Designation of authorized person

Name of the signing officer

Designation of the signing officer

Format 1(b)
Acknowledgement Slip
(Manual / Automated response by the DISCOM)

S. No.	Particulars	Remarks
1.	Application Number	
2.	Name of the Applicant	
3.	Consumer Number	
4.	Rooftop Solar PV Plant Capacity (kW)	
5.	Application fees details – Receipt number and date	
6.	Application is complete in all respects and all details provided (Yes/No)	

Name of Officer

Signature

Seal

(Designation of Officer)
(To be specified at the time of signing)

(Acknowledgement Form will be a system generated mail and SMS. This will be issued immediately once the Applicant has filled his/ her application online. The acknowledgement email/ SMS will contain the information listed out above).

Format A
Technical Feasibility Report
(To be filled by Sub Divisional Engineer, DISCOM)

S. No.	Particulars	Details
A.	Details of the Applicant	
1.	Application Number	
2.	Name of the Applicant	
3.	Address of Applicant	
4.	Phone/ Mobile Number	
5.	Email	
6.	Category (Please tick ✓)	Domestic Non-Domestic Industrial/ Commercial Others (please specify)
7.	Type of connection (Please tick ✓)	1 Phase LT 3 Phase LT 3 Phase HT
8.	Sanctioned Load (kW/ kVA/ HP) Contract demand (kVA)	
B.	Details of the Distribution Transformer (DT)	
9.	Location and Transformer no./ Asset Code	
10.	Capacity of DT (kVA)	
11.	RTSPV system capacity proposed under this application (kW)	
12.	Whether the transformer capacity is adequate as per HERC applicable Regulations and whether the consumer can go ahead for installation of system for the proposed capacity (Please tick ✓)	Yes No Yes, but with reduced capacity of -----

I hereby certify that the above said RTSPV System is technically feasible/ not feasible/ feasible with -- capacity.

Signature

Name of Authorized Person and Designation

Name of the DISCOM

Date

Format 2

**Letter of Approval (LoA) for Consumer with respect to the Application for Net/ Gross Metering
and Grid Connectivity of Grid Connected Rooftop Solar PV System**
(To be filled by the DISCOM)

Date _____

To _____

(Applicant's name) _____
(Consumer No.) _____

Ref: Your Application no. _____ dated _____

With reference to above-mentioned Application number, after the technical feasibility (Format A attached), approval is provided for installing RTSPV system of _____ kW in your premises.

Following are the terms and conditions for installing the system:

1. It is recommended that you select an empanelled system installer of your choice to install the RTSPV system. A list of empanelled installers of grid-connect PV systems by MNRE (Ministry of New and Renewable Energy, Government of India) / DISCOM is available.
2. All components of RTSPV system must comply with applicable BIS/IEC standards. Please find attached a list of standards to be complied with attached with this approval letter.
3. You must submit the copy of Manufacturers Test Certificates for all components for having complied with relevant BIS/IEC standards of the selected model along with work completion report.
4. In case of any changes required at your premises due to this proposed installation, these shall be performed by you at your own cost.
5. The grid connectivity of the system shall be in accordance with the HERC applicable Regulations any amendments thereof from time to time and shall conform to requirements of State Government's Solar Policy.
6. In case the Applicant desires to purchase the Net/ Gross meter on its own (with prior permission from DISCOM), the same shall be purchased from DISCOM approved vendors (as per DISCOMs approved technical specifications). These meters shall be successfully tested from DISCOM or their authorized laboratory. The DISCOM shall fix this meter on receiving system test and safety certificate from CEI/EI (only applicable to RTSPV systems of more than xx kW/kVA in size) during synchronization. For system size less than xx kWp/ kVA, the consumer needs to submit safety certificate issued by a chartered engineer, or any other certificate, applicable as per the State's Regulations.
7. All the safety measures and standards of the installed system must comply with requirements as stated in CEA/HERC Regulations and all standards referred to in those Regulations.

- 8. Please submit the following documents after installation of RTSPV system:**
 - a. Inspection Report by Chief Electrical Inspector/ Electrical Inspector, State Government, safety certificate issued by Chartered Engineer, as applicable;
 - b. Work Completion Report in provided format;
 - c. Test Certificate of Net/ Gross meter from DISCOM approved laboratory, if applicable;
 - d. Copy of signed Net/ Gross Metering Interconnection Agreement.

This approval is valid for 180 days from the date of issuance of letter and the RTSPV system is to be commissioned within this period, failing which the approval will stand cancelled.

You may download all technical specifications, standards and other requirements of the solar rooftop system from _____ (link to website of documents download)

Signature of Officer

Name and Designation of the Authorized Officer

Date

Stamp

Format 2(a)
Intimation on deficiency scrutinized in the Application
(To be filled by DISCOM)

To _____

Name of the Applicant _____
Date _____

Ref: Your Application no. _____ dated _____

Subject: Intimation for Removal of Deficiency

This is to inform you that we have received your above-mentioned Application and after the technical feasibility of the RTSPV system (Format A attached), DISCOM have found that the Application is not complete, because of the under-mentioned reason:

Please complete the above query within 15 days of receipt of this letter. In case you have not completed the formality within the given period, your Application shall stand cancelled and paid fees, if any, shall not be refunded.

Furthermore, it is found that due to above-mentioned constrains it is not feasible for the DISCOM to provide connectivity at all/ up to the applied capacity (tick appropriate). However, the connectivity is feasible for a reduced capacity of _kW.

Based on this communication, the Applicant can:

1. Accept the connectivity at reduced capacity and approach the DISCOM (Division Office) to process the case; Or
2. Withdraw the Application.

Signature of Officer

Name and Designation of the Authorized Officer

Date

Stamp

Format 2(b)

Response of Applicant for Removal of Deficiencies as intimated after the technical feasibility
(To be filled by Applicant)

To

The Executive Engineer

(Distribution Licensee Name)

(Name of the Division)

(Name / Address of office)

Date:

Subject: - Response of deficiencies found after technical feasibility (Form 2(a))

With reference to the DISCOM's letter (Form 2(a)), dated _____, regarding the intimation on deficiencies found in the Application/ operational constraints to provide connectivity at the applied capacity.

The Applicant will exercise the following option (tick the appropriate choice):

Applicant/ Consumer Response ((Please tick ✓)

1. I have incorporated the mentioned deficiencies in the Application Form.
2. I accept the connectivity at reduced capacity as intimated by the DISCOM vide letter dated _____ and request the DISCOM to process the case.
3. I withdraw my Application.

Name and Signature of Applicant:

Application Number:

Format 2(c)

Intimation for Non-Feasibility and Termination of the Application
(To be filled by DISCOM)

To _____

Name of the Applicant _____

Date _____

Ref: Your Application no. _____ dated _____

Subject: Intimation of termination of the Application due to non-feasibility/ operational constraints

This is to inform you that we have received your above-mentioned Application and after the technical feasibility of the RTSPV system (Format A attached), DISCOM have found that the Application is not feasible at this stage due to the following reasons:

The Application hereby stands terminated and the Application Fee shall be refunded within 7 days from the date of issuance of this letter.

Signature of Officer

Name and Designation of the Authorized Officer

Date

Stamp

Format 3
Inter-connection agreement (Net/ Gross Metering Arrangement)
Between DISCOM and Applicant

This Agreement is made and entered into at (location) _____ on
this (date) _____ day of (month), (year) _____ between

The Eligible Consumer (Name) _____ residing at (address)
_____ as first party

AND

Distribution Licensee _____ (herein after called as Licensee) and having its registered office at (address) _____ as second party of the agreement.

Whereas, the eligible consumer has taken the responsibility to set up or facilitate the requisite Photovoltaic system and injection system into the Licensee's grid.

And whereas, the Licensee has verified the application and agrees to benefit the eligible consumer for the electricity generated and as per conditions of this agreement and net/ gross metering Regulations.

Both the parties hereby agree as follows:

1. Eligibility

- 1.1 Eligible consumer agrees that the standards and conditions of his Photovoltaic system meet the norms for being integrated into grid/distribution system and that he shall maintain the system accordingly for the duration of this agreement.
- 1.2 Eligible consumer agrees that for connection of his Photovoltaic system to Licensee's distribution system, he shall be bound by requirements of state Distribution Code/supply code and/or Licensee's conditions of service and such connection shall not affect the performance of the grid with specified reliability, security and quality as per the Central Electricity Authority (Grid Standard) Regulations 2010 as amended from time to time.

2. Technical and Interconnection Requirements

- 2.1 Eligible consumer agrees that the interconnection of the rooftop solar system with the network of the licensee shall be made as per the technical standards for connectivity of distributed generation resources specified under the Central Electricity Authority (Technical Standards for Connectivity of the Distributed Generation Resources) Regulations, 2013 and subsequent amendments thereof.
- 2.2 Eligible consumer agrees that he has installed or will install, prior to connection of Photovoltaic system to Licensee's distribution system, an isolation device (both automatic and inbuilt within inverter and external manual relays) and agrees for the Licensee to have access to and operation of this, if required, for repair and maintenance of the distribution system.
- 2.3 Eligible consumer agrees that in case of a power outage on Licensee's system, photovoltaic system will shut down, unless special transfer and isolating capabilities have been installed on photovoltaic system.

- 2.4 Eligible consumer agrees that Licensee will specify the interface/connection point and metering point.
- 2.5 Eligible consumer agrees to furnish all the data such as voltage, frequency, breaker, isolator position in his system, as and when required by the Licensee. He may also try to provide facilities for online transfer of the real time operational data.

3. Safety

- 3.1 Eligible consumer shall comply with the Central Electricity Authority (Measures Relating to Safety and Electricity Supply) Regulations 2010.
- 3.2 Eligible consumer agrees that the design, installation, maintenance and operation of the photovoltaic system are performed in a manner conducive to the safety of the photovoltaic system as well as the Licensee's distribution system.
- 3.3 Due to Licensee's obligation to maintain a safe and reliable distribution system, eligible consumer agrees that if it is determined by Licensee that eligible consumer's photovoltaic system either causes damage to and/or produces adverse effects affecting other distribution systems' consumers or Licensee's assets, eligible consumer will have to disconnect photovoltaic system immediately from the distribution system upon direction from the Licensee and correct the problem at his own expense prior to a re-connection.

4. Clearances and Approvals

- 4.1 The eligible consumer agrees to obtain all the necessary approvals and clearances (environmental and grid connected related) before connecting the photovoltaic system to the distribution system.

5. Access and Disconnection

- 5.1 Licensee shall have access to metering equipment and disconnecting devices of photovoltaic system, both automatic and manual, at all times.
- 5.2 In emergency or outage situation, where there is no access to the disconnecting devices, both automatic and manual, such as a switch or breaker, Licensee may disconnect service to the premises.

6. Liabilities

- 6.1 Eligible consumer and Licensee will indemnify each other for damages or adverse effects from either party's negligence or intentional misconduct in the connection and operation of photovoltaic system or Licensee's distribution system.
- 6.2 Licensee and eligible consumer will not be liable to each other for any loss of profits or revenues, business interruption losses, loss of contract or loss of goodwill, or for indirect, consequential, incidental or special damages, including, but not limited to, punitive or exemplary damages, whether any of the said liability, loss or damages arise in contract, or otherwise.
- 6.3 Licensee shall not be liable for delivery or realization by eligible consumer for any fiscal or other incentive provided by the central government.

7. Commercial Settlement

- 7.1 All the commercial settlement under this agreement shall follow the HERC applicable Net/ Gross Metering Regulations.

8. Connection Costs

- 8.1 The eligible consumer shall bear all costs related to setting up of photovoltaic system including metering and interconnection costs. The eligible consumer agrees to pay the actual cost of modifications and upgrades to the distribution facilities required to connect photovoltaic system in case it is required.
- 8.2 Costs of all interconnection equipment including the isolators, and meters. are also to be borne by the eligible consumer.

9. Termination

- 9.1 The eligible consumer can terminate the agreement at any time by giving 30 days prior written notice to the Licensee.
- 9.2 Licensee may terminate the agreement with 30 days prior written notice, if eligible consumer breaches any term of this agreement and does not remedy the breach within 30 days of receiving written notice from the Licensee of the breach.
- 9.3 Eligible consumer, upon termination of this agreement, shall disconnect forthwith the photovoltaic system from Licensee's distribution system.

In witness, whereof, Mr..... for and on behalf of (Eligible consumer) and Mr for and on behalf of (Licensee) sign this agreement in two originals.

Eligible Consumer/ Third Party

Name:
Address:
Service connection no:
Date:

Distribution Licensee

Name:
Designation:
Office Address:
Date:

Format 4
Intimation of Meter Procurement
(To be filled by Applicant)

To,

_____ (Concerned Authority)

_____ (Name of the DISCOM)

_____ (Date)

Ref: Application No. _____ dated _____

Dear Sir,

With reference to above- mentioned Application number and receiving the Letter of Approval after the technical feasibility, I/we intend to install _____ KWp of RTSPV system vide letter No. _____ dated _____. In this regards, I/we request DISCOM to provide a meter of class _____ for RTSPV installation. The meter shall be as per the Net/ Gross metering clause in Solar Rooftop Policy/Guidelines...
I/We agree to pay fee of INR _____ - as mentioned in DISCOM website via online mode/DD / cheque _____.

Name of Consumer/Sign

Assigning Meter (To be filled by the DISCOM)

_____ (Name of the Applicant)

_____ (Consumer No.)

Ref: Your Application No. _____ dated _____

1. Net/Gross meter of class_is available/ not available (tick () appropriate) with DISCOM.
2. Appropriate meter will be sent by DISCOM test lab and shall be dispatched on the day of final check and synchronization of RTSPV system with the DISCOM's grid.
3. The DISCOM will issue test certificate to consumer prior to final checks and synchronization of the system. The Consumer has to submit test certificate along with Work Completion Report

Signature of Officer

Name and Designation of the Authorized Officer

Date

Stamp

Note: -

- a) Applicant must bring a copy of Letter of Approval.
- b) In case meter is not available with DISCOM it can be procured from external agency
- c) If meter is procured from outside agency, a letter intimating Meter No., Class and other specifications described as per CEA regulations, - shall be submitted to the DISCOM.

Format 4(a)
Request for Meter Testing
(To be filled by Applicant)

Date:

To

_____ (Concerned Authority)

_____ (Name of the DISCOM)

Ref: Application No. _____ dated _____

Dear Sir,

With reference to above-mentioned Application number and receiving the Letter of Approval after the technical feasibility, I/we intend to install _____ KWp of RTSPV system vide letter No _____ dated _____. In this regards, I/we have procured the meter from -----.

As per the clause _____ of meter testing of Solar Rooftop Policy/Guidelines, I request DISCOM to kindly test meter of specification -----.

I/We agree to pay fee of INR _____ as mentioned by the DISCOM for testing of meter through online mode/ DD _____ / cheque _____.

Name of Consumer/Signature

Application number

Format 4(b)

Intimation regarding Completion of Testing of Meter for Installation with RTSPV System
(To be filled by DISCOM)

_____(Name of the Applicant)

_____(Consumer No.)

Date

Ref: Application No._____ dated _____

Dear Sir,

With reference to the above-mentioned Application number and your letter dated _____, regarding testing of meter, hereby inform you that your meter with specification _____ is tested. The same will be installed after the synchronization check of the system.

Signature of Officer

Name and Designation of the Authorized Officer

Date

Stamp

Format 5
Work Completion Report
(To be submitted by the Applicant)

To,

The Chief Electrical Inspector/ Electrical Inspector.....(Control Area)
State Government (*if RTSPV size is more than ----- KVA*)

CC: Office of (Concerned) Executive Engineer , DISCOM

CC: State Nodal Agency, in case of subsidized consumers- -

Sub: Submission of work completion report

Dear Sir,

This is in reference to my Application number _____ dated ___ for installation of RTSPV system, I/ We hereby confirm you that I/ we have completed the work of installation of the RTSPV system of capacity _____ and submit the following basic information for your perusal and request you to inspect the system.

S. No.	Particulars	Information
A.	Details of the Solar PV module	
1.	Model No.	
2.	Name and address of manufacturer	
3.	Capacity of each Module (Wp)	
4.	No. of Modules	
5.	Total Capacity (kWp)	
6.	Date of Installation	
7.	Applicable Standard (BIS/IEC)	
B.	Details of the Inverter	
8.	Name and address of the inverter manufacturer	
9.	Brand Name of the inverter	
10.	Model No.	
11.	AC capacity of individual inverter (kW)	
12.	No. of inverters installed	

S. No.	Particulars	Information
13.	Total AC capacity of inverter (kW)	
14.	Serial Nos.	
15.	Date of Installation	
16.	Applicable Standard (BIS/IEC)	
C.	Details of the Cables: DC	
17.	Make / Name of manufacturer	
18.	Size & Type	
19.	Applicable Standard (IEC)	
D.	Details of the AC wiring	
20.	Make / Name of manufacturer	
21.	Size & Type	
22.	Applicable Standard (IEC)	
E.	Details of the DC distribution box	
23.	Make / Name of manufacturer	
24.	Sl. No.	
25.	DC Surge Protection Device	
26.	MCB /Isolator quantity & capacity	
27.	Size & Type	
28.	Applicable Standard (IEC)	
F.	Details of the AC distribution box	
29.	Make / Name of manufacturer	
30.	Sl. No.	
31.	AC Surge Protection Device	
32.	MCB /MCCB quantity & capacity	
33.	Size & Type	
34.	Applicable Standard (IEC)	
G.	Details of the Earthing*	
35.	Earth resistance (shall be less than 2 ohms)	

S. No.	Particulars	Information
36.	Size of the Earth wire / flat*	
37.	Two separate Earthing points Modules & DC Surge arrester Inverter, AC Surge protection device & Lightening Arrester	Yes / No Yes / No
38.	Size & Type	
39.	Applicable Standard (BIS/IEC)	
	Note: *Earthing shall be done in accordance IS 3043-1986, provided that Earthing conductors shall have a minimum size of 6 mm ² copper wire or 10 mm ² aluminium wire or 3 mm ² X 70 mm ² hot dip galvanized steel flat.	
H.	Details of meter, if purchased by consumer (please enclose the test report of the meter tested at the laboratory of the DISCOM)	
40.	Make	
41.	Serial No.	
42.	Capacity	
43.	Type / Model	
44.	Single ph./Three ph.	
45.	CT Ratio	
46.	Date of Test by MT, DISCOM	
47.	Applicable Standard (BIS/IEC)	
I.	Details of the Caution signage	
48.	Caution Signage	
J.	Provision of manual and automatic switches: Yes / No	
49.	Manual/ Automatic Switches	
K.	G.P.S. Co-ordinates of the RTSPV System Installation	
50.	Latitude/ Longitude	
L.	Operation and Maintenance	
51.	Whether Operation and Maintenance Manual provided to the consumer: Yes/ No	

Standards Certificate/Standard Number BIS / IEC / etc. to be mentioned, wherever applicable

Certification:

I/ We Certify that the above said RTSPV system is installed and the equipment used in the system comply the Technical and Safety standards as specified in the regulations notified by the MNRE/ CEA/ HERC/ DISCOM, for the net/ gross metering of RTSPV systems.

Signature of the Applicant

Name and Signature of the System Installer

Name and Address with Seal

Name: _____

Name of the firm and address: _____

Date: _____

Date: _____

Enclosures:

1. Test report of net/gross meter tested at the laboratory of the DISCOM.
2. Copy of the IEC/IS Test certificates of PV modules, Inverter, Cable etc.
3. Data sheets/Drawing for the array mounting System.
4. Actual Single line wiring diagram (SLD) of the SPV System.
5. Copy of Maintenance & Operation information manual provided by the System Installer
6. Copy of Interconnection Agreement

Format 6
Acceptance/ Rejection of Work Completion Report and Grid Synchronization Check
(To be filled by DISCOM)

To _____

(Name of the Applicant)
(Consumer no.)

Date: _____

Ref: Your Application no. _____ dated _____

Subject: Intimation of Acceptance/ Rejection of Work Completion Report and Grid Synchronization Check

This is in reference to your Application number _____, it is hereby inform you that this office has received your work completion report for the installed RTSPV system. Subsequent to that Grid Synchronization Check of the RTSPV system (Format B attached) installed on the roof of your premises _____, was done.

In response, the DISCOM confirms (Please tick ✓) -

- a. Acceptance of work completion report and grid synchronization check
- b. Rejection of work completion report and grid synchronization check

The report is rejected due to the following issues

• _____

After incorporating the above-mentioned queries, please inform within 15 days from the receipt of this letter. In case the revised report will not be submitted in the given period, your application shall be cancelled and paid fees, if any, shall not be refunded.

Signature of Officer

Name and Designation of the Authorized Officer

Date

Stamp

Enclosure: Format B

Format B

Guidelines for pre-commissioning check before and after connecting the RTSPV system with DISCOM Network and steps for maintenance of network where such connectivity exists

(For DISCOMs internal purpose only)

1. Mandatory safety precautions / features:

The following are mandatory safety precautions, which shall be taken care, before and after commissioning of grid connected Solar PV system.

- (a) An inbuilt Inverter relay which trips on DISCOM supply failure and prevent any solar power injection to the DISCOM Network when there is no power from DISCOM. The anti-islanding protection shall be tested during the release of connection.
- (b) The Solar PV system should be separately grounded / earthed. A minimum of two Separate dedicated and interconnected earth electrodes must be used for the earthing of the PV system support structure, with a total earth resistance not exceeding 5 ohms.
- (c) Lightning Arrestor also must be provided for SPV.
- (d) Manual isolator switch at an easily accessible location with locking facility shall be provided.
- (e) Caution Stickers shall be used with the green background and the text "Solar PV Systems" written in white letters. The size of these stickers shall be 10 CM (width) x 7 CM (height) with the text clearly printed in the centre of the sticker. (applicable to only 50 kW and above)
- (f) All SPV consumers should have a mandatory sign board fitted near the existing meter reading terminal stating that 'This service is fitted with a LT grid connected SPV plant'. The Solar PV system Caution Stickers shall be fixed at the following locations. (applicable to only 50 kW and above)
 - i. On or near to meter of service with grid connected solar PV system;
 - ii. On the Consumer main switch, of a service connected with a grid connected Solar PV System;
 - iii. On LT poles with grid connected Solar PV Systems at height of about 1.50 meter from the ground;
 - iv. On LT feeder pillars with grid connected Solar PV System on the street-facing door of the feeder pillar.
 - v. On each of the LT take off poles of a Distribution Transformer to which Solar PV Systems are connected.
 - vi. On substation end of HT feeder having Solar PV System.
 - vii. A List of serviced connections of grid connected Solar PV Systems shall be available at the Division office and 33/11 KV S/S.
 - viii. A record may be maintained at the Division office of each SPV plant commissioning date and other details.
 - ix. The SPV connected details of pole / pillar box /DT/ SS feeder end wise may be maintained at Division office.
- (g) During planned / forced maintenance work on DISCOMs network, before taking up the work in hand, besides ensuring all other provisions such as line earthing, de-energisation of the line section where

the work is to carried out as per prevailing norms further it should be ensured that supply from such small solar roof-top PV power plants are not back feed and supply should also be disconnected by manual isolating switch with locking facility installed in the premises of such consumers and ensuring proper earthing.

2. The Check List before release of connection.

a) Component Inspection Checklist:

Sr. No.	Item type	Yes	No
1	Installation Layout – is it as per drawing? (Applicable only for 50 kW above)		
2	Inverter IS/ IEC standards qualified		
3	PV panel IS / IES standards qualified		
4	PV isolators / PV cables IS / IES standards qualified		
5	AC disconnect manual switch provided with locking arrangement		

b) Grid connected Functional Safety Checklist:

Sr. No.	Item type	Yes	No
1	Check whether solar generation stops automatically when DISCOM supply made off (inverter/PCU cut off)		
2	Bi-directional flow recorded on Net meter		
3	Solar Generation meter Ok?		
4	Check all Earthing points as per standard		
5	Solar and Uni/Bi-directional meter as the case may be tested & sealed by DISCOM meter testing lab		
6	Check whether manual Isolating switch is installed at accessible location		
7	Check whether manual Isolating switch stops feeding supply in DISCOM network when in OFF position		

Format 7
Letter of Synchronization
(To be filled by the DISCOM)

To,

_____(Name of the Applicant)
_____(Consumer No)

Date

Ref: Your Application No. _____ dated _____

Sub: Completion of 1. Synchronization with the DISCOM Grid; 2. Installation of Meter(s); and 3. Commercial Date of Operation

Dear Sir

This is with reference to your above-mentioned Application number, synchronization test of RTSPV system of kWp, installed on the roof of your premises (address), has been conducted and your RTSPV system found satisfactory and successfully synchronized with the DISCOMs grid on dated

Signature of Officer

Name and Designation of the Authorized Officer

Date

Stamp

Annexure 1
Solar Rooftop Photovoltaic Systems Application Register
(To be filled by DISCOM and maintained at sub-division level)

S N o	Application		Name of Consumer	Consume r Num ber	Sanc tion Load/ Contr act Dem and (kW/ kVA/ HP)	Proposed RTSPV System Project Capacity (kWp) Name of the Applicant	DT Details	Registration		Date of Agree ment with the DISCOM	Chief Electrical Inspector/ Electrical Inspector Approval (if applicable)		Commissioning Approval		Date of Commissioning &Syncro nize	Rem arks	Wait list Rank	
	Number	Date						Avail able Capa city	Techn ical Feasi bility Repor t		Nu mber	Date	Nu mber	Date				
{ 1 1 1	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)
1																		
2																		
3																		
4																		
5																		
6																		
7																		
8																		
9																		
10																		

1.5 Duty to Supply Electricity on Request and Power to Recover Expenditure and Power to Recover Security Regulations, 2016.

HERC Duty to Supply Electricity on Request and Power to Recover Expenditure and Power to Recover Security Regulations, 2016 (1st Amendment) Regulation, 2020 (Sales Circular No. D-12/2020 Dated: 25/06/2020).

Please refer to Sales Circular No. D-23/2016 dated 30/8/2016 vide which HERC Regulation No. HERC/34/2016 dated 11/07/2016 was circulated.

Now, HERC has notified 1st Amendment to this Regulation vide Regulation No. HERC/ 34 / 2016/1st Amendment/2020 which shall become applicable w.e.f. the date of their publication in the official Gazette of Haryana i.e. March 19, 2020.

Accordingly, comprehensive instructions on the above subject have been prepared and enclosed herewith for strict and meticulous compliance.

(Sales Circular No. D-28/2016 & D-40/2019 are hereby superseded and D-23/2016 & D-52/2017 stands amended to the above extent).

HARYANA ELECTRICITY REGULATORY COMMISSION

BAYS NO. 33-36, SECTOR-4, PANCHKULA

Notification

The 11th July, 2016

No. 5909/HERC/T-193..

Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security Regulations, 2016.

Statement of Objects and Reasons

In exercise of powers conferred under Sub-section 2 (t, v) of Section 181 read with Sections 43, 46 & 47 of the Electricity Act, 2003, the Commission specified the following Regulations vide Notification dated 26th July, 2005.

Regulation No. HERC112/2005 - The Haryana Electricity Regulatory Commission (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security) Regulations, 2005. Thereafter two amendments to these Regulations were issued.

- (i) 1st amendment was issued on 9th September, 2009.
- (ii) 2nd amendment was issued 24th September, 2013.
- (2) After issue of ibid Regulations, following amendments to the Electricity Act, 2003 and other Regulations were issued.
 - (a) The Electricity (amendment) Act, 2007, an Act to amend the Electricity Act, 2003 was issued on 29th May, 2007.
 - (b) The Central Electricity Authority (CEA) in exercise of powers conferred by Sub-section (1) of Section 55 and clause (e) of Section 73 read with Sub-section (2) of Section 177 of Electricity Act, 2003, issued the CEA (Installation and Operation of Meters) Regulations, 2006 vide Notification dated 17th March, 2006. An amendment to these Regulations was then issued vide Notification dated 4th June, 2010.
 - (c) In exercise of the power conferred under Section 53 read with Sub-section (2)(b) of Section 177 of the Electricity Act, 2003 (36 of 2003), the Central Electricity Authority issued Regulations called as the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 vide Notification dated 20th September, 2010.
 - (d) In view of the amendments to the Electricity Act, 2003 and other Regulations, as detailed above, coming up after Notification of the Electricity Supply Code by the Commission on 10th August, 2004, it became imperative to specify a new Electricity Supply Code, by including the provisions as specified vide these amendments and Regulations. Accordingly the Commission specified the new Electricity Supply Code vide Notification dated 8th January, 2014.
- (3) So in view of the amendments to the Electricity Act, 2003 and other Regulations, as detailed under Para-2 above, coming up after Notification of the Haryana Electricity Regulatory Commission (Duty to supply electricity on request, Power to recover expenditure incurred in providing

supply and Power to require security) Regulations, 2005 on 26th July, 2005, it also became imperative to revisit the existing Regulations so as to make the same compatible with these amendments.

- (4) As such, the Commission finalized the draft Haryana Electricity Regulatory Commission (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security) Regulations, 2016 with inputs from the Regulations prepared by the Electricity Regulatory Commissions of other States. These draft Regulations were put on the website of the Commission on 2nd May, 2016. A public notice through press was given to seek comments/objections of public and other stake holders. Comments of Haryana Power Utilities were also sought through a separate letter. These draft Regulations were also emailed to all the MPs and MLAs of Haryana on 06th May, 2016 for their comments. However, no comments were received from any of the MPs/MLAs. A public hearing in the matter was held on 30.05.2016 at 03:00 P.M. to hear the views/objections of various stake holders.
- (5) The Commission, after due consideration of the written comments/objections received from public, Haryana Power Utilities and other stake holders and views expressed/issues raised in the public hearing, have accordingly made the necessary amendments in the draft regulations and have finalized the Regulations for Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security as follows.

Regulation No. HERC/34/2016- In exercise of the powers conferred by clauses (t), (v) and (w) of Sub-section (2) of Section 181 read with Sections 43, 46 and 470f of the Electricity Act, 2003 (36 of 2003) (hereinafter referred to as 'the Act') and all other powers enabling it in this behalf, the Haryana Electricity Regulatory Commission hereby makes the following 'Regulations.

1. SHORT TITLE, COMMENCEMENT AND SCOPE EXTENT

- 1.1 These Regulations shall be called 'The Haryana Electricity Regulatory Commission (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security) Regulations, 2016",
- 1.2 These Regulations shall come into force with effect from the date of their publication in the Official Gazette of Haryana
- 1.3 These Regulations shall be applicable to all Distribution and Retail Supply licensees (including entities exempted under Section 13 of the Act) in their respective Licensed Area of Supply in the State of Haryana and all other consumers/persons in the State of Haryana
- 1.4 These Regulations shall extend to the whole State of Haryana

2. DEFINITIONS AND INTERPRETATIONS

- 2.1 Words, terms and expressions defined in the Electricity Act, 2003, as amended from time to time and used in these Regulations, shall have and carry the same meaning as defined and assigned in the said Act.

All other expressions used herein but not specifically defined in these Regulations or in the Act but defined under the Haryana Electricity Reform Act, 1997 shall have the meaning assigned to them under the same Act, provided that such definitions in the Haryana Electricity Reform Act, 1997 are not inconsistent with the provisions of the Electricity Act, 2003.

- 2.2 In interpretation of these Regulations, unless the context otherwise requires:
- (1) Words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;
 - (2) References to any statutes, regulations or guidelines shall be construed as including all their amendments as affected from time to time and statutory re-enactments thereof;
 - (3) Terms "include" or "including" shall be deemed to be followed by "without limitation" or "but not limited to" regardless of whether such terms are followed by such phrases or words of like import.
- 2.3 In these Regulations, unless it is repugnant to the context:
- (1) "**Act**" means the Electricity Act, 2003 (36 of 2003) and subsequent amendments thereof;
 - (2) "**advance consumption deposit (ACD)**" means deposit as a security to cover the consumption charges for the period as specified in these Regulations;
 - (3) "**agreement**" means an agreement specified in the conditions of supply and entered into by the licensee and the consumer for the services including supply of electricity by the licensee to such consumer;
 - (4) "**applicant**" means an owner or occupier of any land/premises who files an application with a licensee for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, shifting of meter/connection/line/distribution transformer, disconnection or restoration of supply, or termination of agreement, as the case may be, in accordance with the provisions of the Act and the Codes, Rules and Regulations made there under or other services;
 - (5) "**application**" means an application form complete in all respects in the appropriate form, as required by distribution licensee, along with documents showing payment of necessary charges and other compliances;
 - (6) "**area of supply**" means the area within which a licensee is authorized by his License to supply electricity;
 - (7) "**authorized representative**" of any person/entity means all officers, staff, representatives or persons discharging functions under the general or specific authority of the person concerned /entity;
 - (8) "**billing cycle or billing period**" means the period as specified by the Commission for which regular electricity bills are prepared for different categories of consumers by the licensee. This is the period between two consecutive meter reading dates;

- (9) "**calendar year**" means the period from the first day of January of a year to the thirty first day of December, of the same year;
- (10) "**Commission**" means the Haryana Electricity Regulatory Commission;
- (11) "**conductor**" means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system; .
- (12) "**connected load**" expressed in kW, means aggregate of the manufacturer's rated capacities or in its absence assessed capacities of all energy consuming devices or apparatus connected with the distribution licensee's service line on the consumer's premises which can be simultaneously used and shall be determined as per the procedure laid down in these Regulations;
- (13) "**consumer's installation**" means any composite portable or stationary electrical unit including electric wires, fittings, motors and apparatus erected and wired by or on behalf of the consumer at the consumer's premises starting from the point of supply and includes apparatus that is available on his premises for being connected or envisaged to be connected to the installation but is for the time being not connected. Any apparatus or spare machinery lying in the store not to be included;
- (14) "**consumer premises**" means any contiguous premises in respect of which a separate meter or metering arrangements have been made by the licensee for supply of electricity and shall include land, building or structure or part or combination thereof;
- (15) "**consumption Charges**" means the consumption of electrical energy in KWh or KVAh multiplied by applicable energy charges including demand charges/fixed charges, fuel surcharge adjustment (PSA), peak load exemption charges, whichever applicable. These exclude all types of duties and taxes, service charges and rentals. Consumption charges may also be called the Sale of Power (SOP) charges;
- (16) "**contract demand**" means the maximum demand in kW or kVA (within a consumer's sanctioned load) agreed to be supplied by the licensee and indicated in the agreement executed between the licensee and the consumer;
- (17) "**disconnection**" means the physical separation of consumer installation from the licensee's system;
- (18) "**distribution main**" means the portion of any main with which a service line is, or is intended to be, immediately connected;
- (19) "**Electricity Supply Code**" means the Electricity Supply Code specified by the Haryana Electricity Regulatory Commission under Section 50 of the Act;
- (20) "**essential services**" means the services which affect the general public at large and shall interalia include Hospitals, Railway Stations/installations, Railway Traction, Defence and Military installations, Radio/TV/News service installations, Water Supply and Sewerage installations, Postal/Telegraph/Telecom installations and Telephone Exchanges.

- (21) "**Extension of Distribution System**" means the system of wires and associated facilities, required to be erected and/or extended for giving supply to the applicant, between the delivery points on the transmission lines or the generating station connection and the points of connection to the installation of the applicant;
- (22) "**Extra High Voltage (EHV)**" means a voltage exceeding 33000 Volts;
- (23) "**financial year**" means the period beginning from first day of April in a calendar year and ending with the thirty first day of the March of the next calendar year;
- (24) "**feeder**" means an electrical line emanating from a substation, to which a distribution substation or LT or HT consumers are connected;
- (25) "**High Tension (HT)**" means a supply at High Voltage or Extra High Voltage;
- (26) "**High Voltage (HV)**" means a voltage level above 650 Volts and up to 33000 Volts;
- (27) "**independent feeder**" means a feeder constructed at the cost of a consumer or a group of consumers and supplying electricity to only that consumer or group of consumers;
- (28) "**KV**" means kilo Volts;
- (29) "**Licensed Electrical Contractor (LEC)**" means a contractor licensed under Regulation 29 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010;
- (30) "**Licensee**" or "**distribution licensee**" means a licensee authorized to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply and includes his authorized representative;
- (31) "**Low Tension (LT)**" means a supply at low voltage or medium voltage;
- (32) "**Low Voltage (LV)**" means a voltage that does not exceed 250 volts;
- (33) "**maximum demand**" means the highest load measured in average kVA or kW by the meter installed at the point of supply of a consumer during any continuous period of thirty minutes during the billing period;
- (34) "**Medium Voltage (MV)**" means a voltage above 250 volts and upto 650 volts;
- (35) "**meter**" means an equipment used for measuring, indicating and recording quantities including energy in kWh or kWh, maximum demand in kW or kVA, reactive energy in kVARh and accessories including Current Transformer (CT), Voltage Transformer (VT) / Potential Transformer (PT) / Capacitor Voltage Transformer (CVT), where used in conjunction with such meter. It shall also include necessary wiring, any seal or sealing arrangement and other measures provided by the licensee for sealing, reliability and for preventing theft/unauthorized use of electricity. Meter can be electronic, pre-payment or smart meter as defined in relevant Regulations of the Commission/CEA;
- (36) "**occupier**" means the owner or person in lawful occupation of the premises where energy is used or proposed to be used;

- (37) "**Person**" means any person/persons or occupier or possessor of a premises or place who may not be a consumer and shall include any company or body corporate or association or body of individuals, whether incorporated or not, or an artificial juridical person;
- (38) "**point of supply**" means the point at the incoming terminals of switchgear installed by the consumer;
- (39) "**sanctioned load**" means the approved connected load in kW;
- (40) "**security deposit**" means deposit made by a consumer to cover the payment due to the licensee for electric line or electrical plant or electric meter that is to be provided by the licensee for supplying electricity to a premises and includes the advance consumption deposit;
- (41) "**Service Connection charges**" means expenditure, the licensee is authorized to recover from the applicant, on account of Extension of Distribution System for giving supply of electricity to the premises and calculated in accordance with these Regulations;
- (42) "**tariff**" means a schedule of prices or charges for supply of electrical energy and services as approved by the Commission, which are applicable to all such services provided to the consumers by the licensee;
- (43) "**Voltage**" means, the difference of Electric potential measured in volts between any two conductors or between any part of either conductor and the earth as measured by a Voltmeter meeting Indian Standards;

Notes:- Any reference to Regulations without any qualification shall be construed as reference to these Regulations.

3 DUTY OF DISTRIBUTION LICENSEE TO SUPPLY ON REQUEST

- 3.1 Every distribution licensee, shall, on an application by the owner or occupier of any premises located in his area of supply, give supply of electricity to such premises within the timeframe specified under Regulation 4 of the Electricity Supply Code, after receipt of the application complete in all respects requiring such supply, provided:-
 - (1) the supply of power is technically feasible. Where it is found not to be feasible, the licensee shall endeavor to improve feasibility at the earliest.
 - (2) the applicant has complied with the procedure and conditions as specified in Regulation 4 of the Electricity Supply Code and these Regulations.
- 3.2 The system of supply and voltage shall depend on the category of the consumer and the load as per details given under Regulations 3.1 and 3.2 of the Electricity Supply Code.
- 3.3 It shall be the duty of every distribution licensee to provide, if required, electric plant or electric line for giving electric supply to the premises specified under Regulation 3.1 above:
 Provided that no person shall be entitled to demand, or to continue to receive, from a licensee a supply of electricity for any premises having a separate supply unless he has agreed with the licensee to pay to him such price as determined by the Commission.

- 3.4 It shall be the responsibility of the licensee to have necessary arrangements with the respective transmission licensee (s) to ensure that the required supply at High Tension above 33 KV is made available within the time frame specified under Regulation 4 of the Electricity Supply Code.
- 3.5 In case where a village or hamlet or area is not electrified earlier, the licensee shall give supply of electricity to such applicants after the village or hamlet or area is targeted for electrification under any programme of electrification of habitations covered in the investment plan approved by the Commission. The supply shall be extended within the timeframe specified under Regulation 4 of the Electricity Supply Code after the said village or hamlet or area is electrified subject to other provisions of the said Regulation.
- 3.6 The applicant shall apply for release of new connection/modification in existing connection in the prescribed application form as per procedure specified under Regulation 4 of the Electricity Supply Code. Processing fee (non-refundable), as given hereunder or as decided by the Commission from time to time, shall be paid by the applicant while applying for a new connection or modification in existing connection.

Sr. No.	Connected load in kW	Application processing fee (in ')
1	Upto 2 kW	Rs. 50/-
2	Above 2 kW	Rs. 25/- per kW or part thereof subject to the maximum of Rs. 20,000/-

- 3.7 Various activities involved in giving supply of electricity including processing of applications, issues of demand notice, inspection and testing of consumer's installation and release of connection shall be undertaken as per procedure specified under Regulation 4 of the Electricity Supply Code. The timeline for these activities shall also be the same as specified under Regulation 4 of the Electricity Supply Code.

3.8 One Connection in One Premises

- (1) A consumer shall be treated as a distinct entity and shall be deemed to be an independent establishment, if
 - (a) it is a separate unit in duly partitioned premises owned or taken on lease/rent;
 - (b) there is a separate operative entrance and that the internal wiring of the premises is separate;
 - (c) it is registered as a separate entity/firm under the relevant law;
 - (d) it holds a separate Sales Tax/VAT number and is independently assessed to Income Tax;
 - (e) the occupant shall submit an affidavit confirming that the power will be used only for the premises for which the connection is sought and there will not be any cross supply.
- (2) In case a tenant requires a separate connection in the same premises, he shall furnish an undertaking from the landlord duly witnessed by two

- neighbours stating that the landlord shall clear all the liabilities in case the tenant leaves the premises without paying the distribution licensee's dues.
- (3) If a portion of residential/industrial premises is regularly used for any commercial activity permitted under law, the consumer shall be required to obtain a separate connection under non domestic supply category for the portion put to commercial use. In such an event, two connections, one under domestic supply schedule/industrial supply schedule and the other under non domestic supply schedule shall be permitted.
 - (4) In a multi storied building, if the title of the property or the registry is floor wise or the owner produces a rent deed/lease agreement, then separate floor wise connections may be given.
 - (5) In a shop-cum-flat, one domestic supply and one non domestic supply connection may be given.
 - (6) Anyone of the following documents shall be considered as acceptable proof of ownership or lawful occupancy of premises:
 - (a) In case of Agriculture supply connection;
A copy of khasra / girdawari / jamabandi / Kisan Pass Book in the name of the applicant;
 - (b) For all other connections;
 - (i) Copy of sale deed / allotment letter or lease deed or rent deed in the name of the applicant;
 - (ii) Registered General Power of Attorney from the owner in favour of the applicant alongwith (i) above;
 - (iii) Property tax receipt or tax demand notice as proof of ownership and rent deed or any other legal proof of being a tenant and paying rent as proof of occupancy.

3.9 Single Point Supply

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 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. All Group Housing Societies (GHSs) 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 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/Non Domestic Supply 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 nondomestic 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/Residents Welfare Association 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 category.

All the terms and conditions as specified in 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 shall be applicable.

However, subject to the conditions mentioned in the 1st amendment to 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, Regulations, issued vide Notification dated 14th October, 2014, these Single Point Supply Regulations shall not apply to the electricity consumers of Employers' Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers who opt for availing electricity supply through pre-payment meter.

The term 'Group Housing Society' for the purpose of above Regulation shall mean a residential complex owned/managed by a Co-operative Group Housing Society registered with the Registrar Cooperative 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.

3.10 Self Execution of work by the applicant

The applicant can get the work of extension of distribution system carried out on his own. In that case he shall get the same carried out through a Licensed Electrical Contractor and pay supervision charges to the licensee. In such case the consumer himself shall procure the material and equipment. The material and equipment procured shall conform to relevant BIS specifications or its international equivalent and should bear the [S] mark or its successor mark as provided by BIS, wherever applicable. The material procured and the design of the installation shall also conform to the standards and specifications of the distribution/transmission licensee:

Provided that if the applicant chooses to get the work done on his own, the licensee shall charge supervision charges at the rate of 1.5% of the estimated cost of such works as are to be finally handed over to the distribution/transmission licensee or as approved by the Commission:

Provided further that if the applicant chooses to get the work done on his own and in case the service connection charges ,calculated as per Annexure-I are more than the actual cost of such works which are to be finally handed over to the licensee, the difference of the service connection charges and the actual cost would also be paid by the applicant:

Provided further that if the applicant chooses to get the work done on his own, he shall get the work done within the timeframe specified under Regulation 4 of the Electricity Supply Code, failing which the licensee may, on giving 15 days' notice, treat the application for supply as cancelled.

3.11 Supply through independent feeder

Due to extensive urbanization, it has become difficult to lay distribution/transmission lines, especially in urban areas, because of right of way problem. Henceforth, before allowing supply to an applicant through independent feeder, technical feasibility including right of way to lay the line, space for placing/erecting controlling breaker in the control room/switchyard, creation of additional line bay shall be examined. So only in cases, where it is technically feasible to lay an independent feeder, the same shall be allowed:

Provided that supply through independent feeder shall not be allowed in case the contracted load applied is below 2000 kVA. This condition of load, however, shall not be applicable for connections required for essential services.

- 3.12 The licensee shall not be held responsible for the delay in giving supply if the same is on account of problems relating to statutory clearances, right of way, acquisition of land, or the delay in consumer's obligation to obtain approval of Chief Electrical Inspector for High Tension installations, over which the licensee has no reasonable control.
- 3.13 Nothing contained under Regulation 3 shall be taken as requiring a distribution licensee to give supply of electricity to any premises if he is prevented from so doing by cyclone, floods, storms or other occurrences beyond his control.

4. POWER TO RECOVER EXPENDITURE

- 4.1 Subject to the provisions of the Act and these Regulations and subject further to such directions, orders or guidelines issued by the Commission, every distribution licensee is entitled to recover from an applicant requiring a supply of electricity or modification in existing connection, any expenses reasonably incurred by the distribution licensee in providing any electric line or electrical plant used for the purpose of giving that supply. The service connection charges or the actual expenditure to recover such expenses shall be computed in accordance with these Regulations.
- 4.2 The licensee shall prominently display on its website and in its offices, details of various charges / security amount to be deposited by the

applicant alongwith the application, in accordance with the stipulation in these Regulations.

- 4.3 The licensee shall be responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply including future growth of such demand.
- 4.4 The licensee shall bear the cost of such strengthening, augmentation, up-gradation and extension of the distribution system to meet the existing demand and future expected growth of demand through its annual revenue requirements CARR) and such cost shall be allowed to be recovered through tariff after prudence check by the Commission. However, for individual consumers, the provision of Regulation 4.6 shall apply.
- 4.5 The licensee shall also not claim any payment or reimbursement from the applicant for any expenditure incurred or to be incurred by the licensee in terms of or under any scheme approved by the Commission or when such expenditure is otherwise allowed to be recovered through tariff by the licensee as a part of the revenue requirements of the licensee.
- 4.6 The cost of extension of distribution main and/or its up-gradation up to the point of supply for meeting the demand of a consumer, whether new or existing, and any strengthening/augmentation/up-gradation in the system starting from the feeding substation for giving supply to that consumer, shall be payable by the consumer or any collective body of such consumers as per these Regulations.
- 4.7 However, cost of augmentation of substation or creation of a new substation or cost of augmentation of the line feeding the substation from where the supply is to be given shall not form part of cost to be recovered from the consumer or collective body of consumers as per Regulation 4.6.
- 4.8 After receipt of application, complete in all respects, requiring supply of electricity and sanction of the load demand the licensee shall issue a demand notice to the applicant in accordance with the provision under Regulation 4.4.3 of the Electricity Supply Code informing him of the details of charges to be paid by him on account of the following:-
 - 4.8.1 The service connection charges/cost of extension of distribution system to be carried out by the licensee for release of new connection/extension of load, calculated in accordance with Annexure I to these Regulations shall be payable by the applicant.
In case the applicant opts for execution of work on his own, the supervision charges calculated in accordance with Regulation 3.10 shall be payable, Besides this, in case the service connection charges calculated as per Annexure-I are more than the actual cost of such works which are to be finally handed over to the licensee, the difference of the service connection charges and the actual cost would also be paid by the applicant
Provided further, that in case of supply through independent feeder existing or new for release of new load as well extension of

load/contract demand, the service connection charges shall be payable.

4.8.2 Supply through independent feeder.

- (i) In case the applicant requests for supply of electricity through an independent feeder and the same is technically feasible as per Regulation 3.11, the charges of controlling equipment including Circuit Breaker, Bay (if to be erected), CTs & PTs, Isolators, Line and Earth switch, Meter required at the feeding sub-station, Electric Line up to the consumer end and the meter at consumer end shall be borne by the applicant.
- (ii) Such consumer, who on his own, requests for supply of electricity through an independent feeder, will be billed as per the meter reading taken jointly by consumer and the licensee, of the meter placed at the sub-station from where the independent feeder is emanating. The licensee will inform the consumer through phone / SMS to be present for joint reading of meter. In case the consumer fails to be present, it will be treated as deemed to be present for meter reading. The installation of metering arrangements at the consumer-end would be optional and would be in addition to the meter at the sub-station. However, for billing purposes only the sub-station meter reading shall be used.
- (iii) If more than one applicant/consumer(s) are required to be fed from the existing independent feeder due to right of way or other similar problems, the utility shall connect such consumer(s) to an existing independent feeder. Provided, they are HT (Industrial, Non-Domestic Supply, Bulk Supply and Bulk Supply Domestic) consumers. In such cases metering arrangement shall be mandatory at the consumer end. The billing of such consumers shall be done as per Regulation 4.8.2 (ii) on the basis of joint meter reading of the meter placed at sub-station from where the independent feeder is emanating, in proportion of the consumption recorded by the meters installed at their premises and read jointly by the licensee and the respective consumer. The metering arrangement at both ends (sub-station as well as the consumer end) would be of the same specification and accuracy class conforming to CEA metering Regulations.
- (iv) The Regulation 4.8.2 (iii) will be applicable as long as the number of consumers connected on an independent feeder are restricted to five only with ceiling of 250 ampere load current on 11kv feeder. Where more than five consumers are connected on an independent feeder, that feeder shall be considered as general feeder and the billing to the consumers shall be done based on the consumption recorded by the meters installed at the consumers premises. The differential cost i.e. the cost of the feeder incurred by the original consumers on the independent feeder minus service connection charges levyable from them shall be adjusted in the future bills of the original

consumer(s). However, in case the service connection charges calculated as per the prevailing rates are more, then no additional cost would be charged.

The additional consumer required to be connected on such general feeder, shall deposit the service connection charges as per these Regulations.

- (v) As long as the status of the feeder remains independent, the meters installed at the substation and at the consumer premises shall be read by the licensee on the same day in the shortest possible time in the presence of the consumer's representative.

The apportionment of the feeder losses among the consumer on the independent feeder shall be done in proportion of their consumption as per the meters installed in their premises irrespective of the distance of the consumer on the feeder. That is the consumer shall be billed as per Regulation 4.8.2 (iii).

- (vi) In case due to exigencies/unforeseen reasons, any other consumer(s) of different category are to be connected to the independent feeder for some period to maintain the continuity of supply, the same will be connected only with the permission of the Chief Engineer (Operation) of the licensee. If such consumers are required to be connected on an independent feeder for more than 7 days, the permission of the Director concerned shall be required and during such period the independent feeder will be deemed to be a general feeder.

The consumer(s) of the independent feeder shall be informed prior to the connection/disconnection of consumer(s) of other category on the independent feeder and the reading of the meters installed at the premises of the consumers and the sub-station meter shall be taken simultaneously in a shortest possible time in the presence of the consumer(s) or their representative. No apportionment of losses shall be carried out during this period and the billing for this period shall be done as per the consumption recorded by the meters installed at the consumer(s) premises.

- (vii) For connecting second or subsequent consumer on an independent feeder, if after such connection, the capacity of the feeder is utilized within seventy percent of its rated capacity, no consent of original consumer shall be required. In case due to connection of such subsequent consumer(s) on the independent feeder, the load increases to more than seventy percent of the rated capacity of the feeder, the consent of the original consumer(s) shall be required:

Provided further that with the proposed addition of load of the subsequent consumer(s), If the total load on the independent feeder exceeds its rated capacity, such consumer(s) shall not be connected until the capacity of the feeder is augmented:

- (viii) When a second consumer is connected on an independent feeder, the original cost of the common portion of the independent feeder shall be shared by the new consumer and the credit of the same will be given to the original consumer:

Provided further that on subsequent applicant/consumer to be connected, the cost of the portion of the feeder shared by the new incumbent shall be apportioned among the previous connected consumer on the feeder in proportion of their contract demand. The proportionate cost paid by the second or subsequent consumer shall be of the original cost of the feeder and not the current cost.

- (ix) In case an independent feeder has been laid on common poles/structures or otherwise and any case of misuse for abstraction of power or unauthorized use of the independent feeder for connecting any other load by the line staff is noted, the same shall be dealt under Section 142 of the Electricity Act for action against the defaulting employee/person notwithstanding any actions, that may be taken against such employee/person under Section 138 of the Electricity Act by the appropriate authority:

Provided further that in case the connivance of the consumer is proved, the issue will be dealt under Section 135 of the Electricity Act for dishonestly using electricity for the purpose other than for which the usage of electricity was authorized.

- 4.8.3 Supply to 33 KV and above rating substations would be given through independent radial lines i.e. no tapping of 33 K V and above rating lines would be allowed

- 4.8.4 The estimated cost involved for extension of distribution system or laying an independent feeder shall be worked out by the licensee on the basis of latest Standard Cost Data Book as published by the licensee under Regulation 4.13:

Provided that for 'the period for which the Standard Cost Data Book is not available, the estimated cost shall be calculated as per the stock issue rates circulated by the licensee.

- 4.9 After deposit of requisite charges by the applicant, the licensee shall take necessary steps for extension of distribution system for supply of electricity within the time limits specified under Regulation 3.

- 4.10 All equipment except the meter (if supplied by the applicant), notwithstanding that whole or a portion thereof has been paid by the consumer, upon energisation, shall become the property of the licensee and the licensee shall maintain the same without claiming any operation and maintenance expenses, including replacement of defective/damaged material/equipment from the consumer. Warranty /Guarantee of such equipment shall also stand transferred to the licensee. The distribution licensee shall have the right to use it for the supply of electricity to any other person by tapping or otherwise except if such supply is detrimental to the supply to the consumer already connected therewith and subject to the provision under Regulation 4.8.2 (iii).

- 4.11 The licensee shall maintain a record of expenditure incurred on extension of distribution system consumer wise in case of consumers requiring supply on 11 KV and above voltage. After execution of work, the amount

found excess, if any, shall be refunded to the applicant by adjustment in future bills.

The licensee shall be entitled to demand the amount found short, if any, by giving a notice and the applicant shall pay the same within 30 days from the date of dispatch of the notice. The applicant shall pay interest @ 12% p.a. from the date of dispatch of notice, on the amount found short, if he fails to pay the same within the notice period and the applicant shall be liable for disconnection in case of default.

Provided that the licensee shall complete the finalization of accounts and present the detailed statement of expenditure to the consumer and refund the excess amount if any within a period of one month from the date of release of supply failing which the licensee shall pay interest to the applicant @ 12% per annum from the date of completion of work, on the excess amount.

4.12 Special Provisions in case the applicant opts for execution of extension of distribution system on his own and in case of single point supply.

4.12.1 In case the applicant opts to carry out the work on his own, he shall get the same carried out through a Licensed Electrical Contractor as per provision under Regulation 3.10.

4.12.2 Special Provisions in case of a Developer opting under Regulation 3.10 for self-execution of the work for Electrical Infrastructure within its Development Area.

(a) In case a Developer opts to carry out work for installation of Electrical Infrastructure in its Development Area on its own, it shall get the same carried out through a Licensed Electrical Contractor as per Regulation 3.10 of Duty to Supply Regulations, 2016 as amended from time to time.

(b) The Developer before commencement of work for installation of Electrical Infrastructure in his area of development shall obtain approval of electrification plan along with an execution plan and the estimate of cost of the work of electrical infrastructure for each phase on the basis of Regulation 4.8.4 for execution of the work as per the said plan and pay supervision charges to the licensee in accordance with Regulation 3.10 of the Regulations.

(c) The aforesaid execution plan for installation of complete Electrical Infrastructure by the Developer may be executed in maximum 4 (four) phases spanning over a period of 5 (five) years or such executed in other extended period as may be deemed fit by the Distribution Licensee.

Provided, in case of development of large area (50 Acre or above) the phases for execution may be six spanning over period of 10 years including extension granted by the appropriate authority.

Provided that, the land which constitutes a phase declared by the Developer shall be contiguous and one single piece of land.

(d) Distribution Licensee, within 30 (thirty) days from the date of approval of electrification plan, shall issue a demand notice requiring the Developer to submit a BG within 30 (thirty) days equivalent to the estimated cost of the work for installation of Electrical Infrastructure necessary to meet the demand of first phase as per approved electrification plan.

(e) The Developer, before commencement of the work for installation of Electrical Infrastructure in each subsequent phase(s), shall apply to the Distribution Licensee for assessment of estimated cost of the work to be done in such subsequent phase as per Regulation 4.8.4. The Distribution Licensee, within 30 (thirty) days of such application, shall issue a demand notice requiring the Developer to submit a BG within 30 (thirty) days equivalent to the estimated cost of the work for installation of the Electrical Infrastructure necessary to meet the demand of such subsequent phase of the aforesaid execution plan.

Provided, in case a Developer fails to complete installation of requisite Electrical Infrastructure for the phase within the time period mentioned in execution plan, the Distribution Licensee shall have the following options:

(i) To encash the BG for said phase and get the balance work of such phase executed.

(ii) to extend the time period of such phase on furnishing a BG equivalent to 1.5 times of the estimated cost of the work of such phase earlier provided by the Distribution Licensee.

(iii) To cancel the Electrification Plan and encash all the BGs submitted by the Developer, if the developer does not inform the Distribution Licensee about commencement of development work(s) in subsequent phase(s) and does not apply for obtaining the assessment of the cost of Electrical Infrastructure to be created before commencement of development work therein

(f) The Developer, immediately upon expiry of time period of a phase as mentioned in aforesaid execution plan shall apply for verification of work completed.

(i) Distribution Licensee upon such verification, if satisfied that the work has been duly completed as per the approved electrification plan, a certification of completion shall be issued to the Developer in respect of the concerned phase.

(ii) If upon such verification it is found that the work either has not been completed or the completed work is not in conformity with the approved electrification plan, the Distribution Licensee shall have the options as mentioned in proviso to sub paragraph (e) above.

Provided that, if the Developer does not apply for aforesaid verification then the Distribution Licensee shall have the right to Suo moto carry out inspection of the work done and take steps mentioned above in.

- (g) Distribution Licensee shall carry out the supervision of the work of installation of Electrical Infrastructure during phases as declared in the execution plan. If the Distribution Licensee finds that work being carried out by the developer is not in conformity with the approved electrification plan and / or of poor quality, the licensee shall have the options to take action as mentioned in proviso to sub paragraph (e) above
- ;
- (h) All BGs required to be submitted by the Developer shall be irrevocable and unconditional and shall be valid for a period equal to 90 (ninety) days beyond the completion period of such phase in respect of which Developer is required to submit the said BG.

4.13 Standard Cost Data Book

4.13.1 The licensee shall, on an annual basis, compile and publish a cost data book by 1st April of the year, which shall include all the requisite information required for the preparation of estimate for work of extension of distribution system in order to extend supply to the applicant and also the norms for calculating the load for the electrification of Urban Estates and Group Housing Societies. The standard cost data book, so published, shall be valid for a period of one year i.e. w.e.f. 1st April to the 31st March of next year.

4.13.2 The licensee shall compile the standard cost data book and file the same with the Commission by 31st of January every year, for its approval

4.13.3 The licensee shall make available the copies of the standard cost data book to the general public on demand at a reasonable charge and shall also make it available on its website.

4.13.4 The standard cost data for the works requiring supply at Extra High Voltage works shall be prepared by the licensee in consultation with the State Transmission Utility.

4.13.5 Provided that for the period for which the standard cost data book is not available, the estimated cost shall be calculated as per the stuck issue rates circulated by the licensee

4.14 Refund of service connection charges

If the licensee fails to extend the supply to the applicant within the time frame specified under Regulation 3, it shall be liable to pay interest on service connection charges at the rate specified under Regulation 5.8,

along with the penalty as provided under Regulation 6.1 and refund such service connection charges to the applicant on request.

4.15 Manner of accounting and adjustments

The licensee shall account, under appropriate account head, all service connection charges recovered by him under Regulation 4. The amount so recovered shall be deducted from the Gross Fixed Assets to arrive at the value of Net Fixed Assets

5 POWER TO REQUIRE SECURITY

- 5.1 In pursuance of Section 47 of the Act, the licensee may require any person, who requires a supply of electricity in his premises,.. to give him reasonable security for the payment of all monies, which may become due to him:-
 - (a) in respect of the electricity supplied to such person;
 - (b) where any electric line or electrical plant or electric meter is to be provided for supplying electricity to such person, in respect of the provision of such line or plant or meter and if that person fails to give such security, the distribution licensee may, if he thinks fit, refuse to give the supply of electricity or to provide the line or plant or meter for the period during which the failure continues.
- 5.2 Where any person has not given such security as is mentioned in Regulation 5.1 or the security given by any person has become invalid or insufficient, the distribution licensee may, by notice, require that person, within thirty days after the service of the notice, to give him reasonable security for the payment of all monies which may become due to him in respect of the supply of electricity or provision of such line or plant or meter.
- 5.3 If the person referred to in Regulation 5.2 fails to give such security, the distribution licensee may, if he thinks fit, discontinue the supply of electricity for the period during which the failure continues.
- 5.4 The distribution licensee shall not be entitled to require security in pursuance of clause (a) of Regulation 5.1 if the person requiring the supply is prepared to take the supply through a pre-payment meter

5.5 Security Deposit

- (1) In pursuance of Regulation 5.1, a security deposit shall be made by all the consumers to cover
 - (a) The estimated power consumption for two billing cycles for all categories of consumers except the HT industrial supply consumers. In case of HT industrial supply consumers, it would be estimated power consumption for one and half billing cycles.
Initially the applicant shall deposit the consumption security at the flat rates as mentioned under Regulation 5.6. Subsequently the security shall be revised annually as per the procedure defined under Regulation 5.9 (1).
 - (b) The cost of electric meter that is to be provided for supplying electricity to a premises.

- (2) In case of enhancement of load, only additional security to cover the additional consumption shall need to be deposited, estimated as per the methodology given under Regulation 5.9 (1).
- (3) As stated under Regulation 5.5 (I), the consumption security deposit shall be revised annually as per the procedure defined under Regulation 5.9 (1). Any excess/deficient amount shall be adjusted within three subsequent bills of the consumer.
- (4) The consumption security deposit shall be returned to consumer upon termination of Agreement and within 30 days of adjustment of all dues. In case of delay, interest equivalent to the State Bank of India base rate as on the 1st of April of the financial year shall be payable to the consumer

5.6 Advance Consumption Deposit

- 5.6.1 New applicants shall deposit consumption security (Advance Consumption Deposit) at the flat rates given hereunder or as revised by the Commission from time to time

Sr. No.	Category of consumer	Consumption Security Amount (Rs/KW or part thereof of the connected load).
1	Agriculture supply	100
2.	Domestic supply/Bulk Supply (Domestic)	750
3	LT Industrial supply	1000
4	HT Industrial supply	1000
5	Non-Domestic supply	1000
6	Bulk Supply	1000
7	MITC	1000
8.	Lift Irrigation	1000
9	Public Water Works	1500
10.	Street Light	2000
11	Railways	1500
12	Independent Hoarding/Decorative Lighting	2000
13	Temporary Metered Supply	Four times of the rate of category in which the temporary supply is required.

- 5.6.2 In case of consumers who are sanctioned additional connected load, the additional consumption security shall be got deposited for the additional connected load.

5.7 Security for Electric Meter

In case the meter is supplied by the licensee, the licensee shall be entitled to charge an amount as meters security which shall be recovered as part of the demand notice. The amount of meter security shall be equal to the cost of electric meter as stated in Cost Data Book for that year. In addition, the licensee shall charge meter rental with every bill at the rate approved by the Commission.

In case of connections where the meter has been procured by the consumer, no security and meter rental shall be charged from the consumer.

5.8 Interest on Security Deposit

- 5.8.1 The licensee shall pay interest to the consumer at the Bank rate as determined by the Reserve Bank of India on 1st April of each year or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year
- 5.8.2 In case the interest accrued during the year is not adjusted in the consumer's bill for the first billing cycle of the ensuing financial year, the licensee shall be liable to pay interest at the rate of 18% for the period for which the payment of interest accrued is delayed.

5.9 Review of Security Deposit for power consumption (ACD)

- (1) At the beginning of the financial year, the licensee shall review the consumption pattern of the consumer for the adequacy of the security deposit from April to March of the previous year. A consumer, except the HT industrial supply consumer, is required to maintain a sum equivalent to his average payment for the period of two billing cycles. An HT industrial supply consumer, is required to maintain a sum equivalent to his average payment for the period of one and half billing cycles. Where 'average payment' shall be equal to the average of actual bills paid in the last financial year:
Provided that for a consumer whose electricity connection is less than one year old, the security deposit shall not be revised at the beginning of the ensuing financial year:
Provided further that average payment shall not include the arrears of any kind recovered in the last financial year pertaining to the prior period
- (2) The security deposit available with the licensee in respect of each consumer shall be shown in the bill issued to the consumer. Refund of excess security to the consumer by the licensee, as and when arises, shall be made by way of adjustment in subsequent energy bills showing negative amount where necessary.

6 CONSEQUENCES OF DEFAULT

- 6.1 The Act under Section 43 (3) specifies that the licensee who fails to comply with the time frame for supply of electricity shall be liable to pay a penalty which may extend to one thousand rupees for each day of default. In these Regulations, Regulation :3 specifies the time frame for supply of electricity.
- 6.2 In case where the licensee has issued the service connection order within the stipulated time and the applicant is not ready to avail power supply within the period specified under these Regulations, the responsibility of the licensee to pay penalty ceases
- 6.3 In case the applicant fails to fulfill the conditions prescribed by the licensee within the stipulated time including execution of the power supply

- agreement, submission of test report/electrical wiring diagram, the application will be treated as cancelled.
- 6.4 In case of the extension of the distribution system, when the licensee completes the extension work and is ready to give supply, the licensee shall serve a notice on the consumer to take power supply within the time limits specified under Regulations 3.1 and 3.7. If the consumer fails to avail supply within the notice period, the charges deposited by the consumer, shall be forfeited and the opportunity may be given to the next applicant in queue.

7. COMPLAINTS REDRESSAL SYSTEM

- 7.1 Any aggrieved person, electricity consumer, consumer association or legal heirs or authorized representatives (in case of death of a consumer) may file a complaint in the respective Consumer Grievances Redressal Forums (CGRF) established by the licensee, for settlement of their grievances
- 7.2 Any consumer aggrieved by the order of the Forum, non implementation of the order of the Forum by the distribution licensee and non-disposal of complaint by the Forum within the prescribed period may lodge his complaint with the Electricity Ombudsman within 30 days from the date of receipt of order of the Forum.

8. POWER TO GIVE DIRECTIONS

The Commission may from time to time issue such directions and orders as considered appropriate for implementation of these Regulations

9. REMOVAL OF DIFFICULTIES

If any difficulty arises in giving effect to the provisions of these Regulations, the Commission may, by an order, make such provision, not inconsistent to the provisions of the Act and these Regulations, as may appear to be necessary for removing the difficulty.

10. POWER TO RELAX

The Commission may by general or special order, for reasons to be recorded in writing and after giving an opportunity of hearing to the parties likely to be affected, may relax any of the provisions of these Regulations

11. POWER TO AMEND

The Commission may from time to time add, vary, alter, suspend, modify, amend or repeal any provisions of these Regulations after following the due process.

12. REPEAL

The Haryana Electricity Regulatory Commission (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security) Regulations, 2005 issued vide Regulation No. HERCI12/2005 and notified on 26th July, 2005, including its amendments issued subsequently, are hereby repealed

Enclosure:- Annexure - 1

By the order of the Commission.

(Sd.)

Secretary, HERC

ANNEXURE-I
(See Regulation 4.8.)

Calculation of Service Connection Charges/Cost of Extension of Distribution System:

(1) For New Connections.

The applicant shall bear the Service Connection Charges/Cost as prescribed hereunder:-

Sr. No.	Category	Service Connection Charges (in Rs.) per KW of the connected load or part thereof.
1	Single phase Domestic Supply upto 2 KW connected load	Rs. 200/-
2	Single phase Domestic Supply above 2 KW connected load	Rs. 500/-
3	Three phase Domestic Supply	Rs. 1000/-
4	Single phase Non Domestic Supply	Rs. 1000/-
5	Three phase Non Domestic Supply	Rs. 2000/-
6	Bulk supply & L.T. Industrial Supply	Rs. 2000/-
7	H.T Industrial Supply	Rs.2000/- per kVA of the contract demand or part thereof.
8	AP Supply	Actual expenditure to be incurred for release of connection which shall include cost of LT/HT line and that of distribution transformer. In case more than one consumers are released connections from the same transformer, the cost of distribution transformer shall be shared on prorata basis corresponding to the load of each consumer.
9	Street light	Actual cost as per deposit work estimate
10	Other Consumers	Service connection charges as applicable for LT/HT Industrial supply

The above service connection charges shall be applicable where the length of new line to be provided is upto 150 meters. Where, this length exceeds 150 meters, the applicant shall be required to pay additional charges of Rs. 175 per meter for loads up to 50 kW and Rs.250/- per meter for loads in excess of 50 kW.

- (2)** In case, the proposed connection is to be released on voltage level of 11 kV, the actual cost involved for releasing the connection would also be worked out as per Standard Cost Data Book and the amount recoverable shall be the higher of the following:-
- a) Actual cost.
 - b) Total service connection charges applicable to the respective category

NOTE:

The actual cost shall include cost of the individual service line only calculated as per the Cost Data Book. In case the service line is to emanate from the feeding sub-station, the applicant shall bear the entire expenditure including cost of the breaker. However, creation of new sub-station or augmentation of existing substation shall be carried out by the licensee at its own cost as per provision under Regulations 4.4, 4.5 and 4.7.

- (3) In case, the proposed connection is to be released on voltage higher than 11 kV, the actual cost involved for releasing the connection would also be worked out as per Standard Cost Data Book and the amount recoverable shall be the higher of the following:-

- (a) Actual cost
(b) Total service connection charges applicable to the respective category.

Note:-

The actual cost shall include cost of the individual service line and proportionate cost of the common portion of the main line upto the feeding sub-station including the line bay as per the Cost Data Book. In case the service line is to emanate from the feeding sub-station, the applicant shall bear the entire expenditure including cost of the breaker and bay. However, creation of new sub-station or augmentation of existing substation shall be carried out by the distribution licensee/transmission licensee at its own cost to be recovered through ARR of the distribution licensee/transmission licensee.

- (4) The creation of a new substation as well as augmentation of existing substation (33 kV and above), if required, shall be carried out by the distribution licensee/transmission licensee at their own cost. As such while calculating the actual costs as mentioned under Paras 2 and 3 above, the cost involved for augmentation of existing grid substation or creating a new substation would not be taken into account.
- (5) In Group Housing Societies or Residential or Residential cum Commercial Complexes developed by developers, where internal LT/HT infrastructure including G.O switches, distribution transformers, cables upto the metering point have been laid by the Group Housing Societies/Developers at their own cost but individual connections have been given on LT supply to the residents and for common services or for other commercial loads by the licensee, in such cases also such equipment upon energization shall become the property of the licensee and the maintenance/replacement of such equipment shall be carried out by the distribution licensee at their own cost as per provision under Regulation 4.10.

For Extension of Load:

- (6) The consumer shall pay service connection charges at the rates given under Para 1 above for additional load/demand only.
- (7) Where there is a change of category from L.T (upto 50 kW) to H.T (above 50 kW), the charges would be levied on the additional kVA demand, calculated as under (as an example) subject to provision under Para 8 below:

- | | | |
|--|---|-------------------------|
| 1. Existing Sanctioned load | : | 40kW |
| 2. Applied Load 150 kW with Contract Demand of | : | 140 kVA |
| 3. Additional Demand | : | 140-(40/0.90)=95.55 kVA |
- (8) In case the supply is at 11 kV or above or in case of change of category from LT to HT, the consumer shall pay actual cost of release of additional load/demand or service connection charges as worked out above whichever is higher.

Notes:

- i) The line service charges on the original load, if already being levied, shall continue. However, in cases where category changes from LT to HT or from 11 kV to voltage higher than 11 kV and the consumer is required to pay actual expenses for release of connection at 11 kV or higher Voltage, the line service charges if being levied for existing load shall be discontinued.

- ii) While assessing the connected load for industrial connections, both general and industrial loads shall be taken into account.
- iii) Load exceeding 50 kW shall be catered on II KV and above. The above limit shall be applicable both for new and extension cases after taking into account the existing load.
- 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 KV A basis on the incremental contract demand or actual cost whichever is higher.
- v) 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 stock issue rates as fixed by the Controller of Stores or the actual cost on which it is purchased by the applicant, whichever is lesser.

1.6 Standards of Performance of Distribution Licensees and Determination of Compensation Regulations, 2020

The Haryana Electricity Regulatory Commission (Standards of Performance of Distribution Licensees and Determination of Compensation) Regulations, 2020 (Sales Circular No. D- 39/2021 Dated: 22/09/2021).

This is in supersession to the HERC's earlier Regulations on the subject circulated vide Sales Circular No. D-38/2004 dated 16.12.2004.

HERC has notified the revised Regulations under the title "*The Haryana Electricity Regulatory Commission (Standards of Performance of Distribution Licensees and Determination of Compensation) Regulations, 2020*" vide Regulation No. HERC/50/2020 dated 24.04.2020.

Further, in compliance to HERC Order dated 09.08.2021 in case No. HERC/RA-17 of 2020, clause 3, 4, 10 & 19 of Schedule-I and clause 10 & 22 of Schedule-II of ibid Regulation be read as under:-

Schedule-I					
Sr. No	Nature of Service		Standard(Including Time Limit for rendering Service)		Compensation Payable
3	Normal fuse- off	Urban Area	Within 4hrs	Within 2 hrs. of Receipt of complaint, complainant shall be informed about the likely time to be taken for restoration of supply if as per the complainant	Rs.100per Day or part thereof in case of delay to each affected consumer.
		Rural Area	Within 16 hrs		
4	Line Break Down	Urban Area	Within 8hrs (12hrs. if pole gets broken)	Within 2 hrs. of Receipt of complaint, complainant shall be informed about the likely time to be taken for restoration of supply if as per the complainant	Rs.100per Day or part thereof in case of delay to each affected consumer.
		Rural Area	Within 16 hrs(48hrs. if pole gets broken)		
10	Meter Complaints	Inspect and check correctness	Within 3 days of receipt of request/complaint alongwith the requisite fee.	Urban - Within 3 days Rural – Within 7 days	Rs.100per day or part thereof in Case of delay.
		Replaces low/fast meters/ creeping or stuck meters			
19	Issue of No Dues Certificates		Within 7 days from the date of application and clearance of outstanding dues, if any.		Rs.100per day or part thereof in Case of delay

Schedule-II

10	Meter Complaints	Inspect and check correctness	Within 3 days of receipt of request/complaint along with the requisite fee.	95.0
		Replaces low/fast meters/ creeping or stuck meters	Urban - Within 3 days Rural – Within 7 days	
		Replace burnt meters	Within 72 hours of receipt of complaint. However, supply should be restored within 24 hrs as per the provisions of Electricity Supply Code.	
22	Faulty Meters (MNR, Burnt, Sticky, etc.)		Shall not exceed 2% of metered installation	

The Regulation and HERC Order dated 09.08.2021 are available on Commission's website i.e. www.herc.gov.in. The Regulation is also enclosed herewith for information of all concerned for careful and meticulous compliance.

**HARYANA ELECTRICITY REGULATORY COMMISSION
BAYS NO. 33-36, SECTOR-4, PANCHKULA- 134112, HARYANA
Tel. no. 0172-2572395 (O), Fax No. 0172-2572359
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Notification**

**The 24th April, 2020
Standards of Performance of Distribution Licensees and Determination of
Compensation Regulations, 2020**

Statement of Objects and Reasons

In exercise of the powers conferred under Section 57 and 59 read with subsection 2(za) and 2(zb) of section 181 of the Electricity Act 2003 (Act No.: 36 of 2003) and all other powers enabling in this behalf, the Haryana Electricity Regulatory Commission specified the Standards of Performance for the Distribution Licensee through The Haryana Electricity Regulatory Commission Regulation No. HERC/04/2004: *Haryana Electricity Regulatory Commission (Standards of Performance for the Distribution Licensee) Regulations, 2004.*

Thereafter an amendment to these Regulations was issued on 11th September 2007 as *Haryana Electricity Regulatory Commission (Standards of Performance for the Distribution Licensee) 1st Amendment, Regulation, 2007.*

Commission further received, a report, on Power Quality of Electricity Supply to the Consumers, dated 14.9.2018 from Forum of Regulators for consideration of the State Regulatory Commissions to frame such regulations. The report lay emphasis on the need for Regulations on Power Quality which define the Power Quality indices, role and responsibilities of various entities, Standards/ limits to be followed, incentive/disincentive mechanism and procedure for monitoring, management and control of all aspects of Power Quality while exploring the present legal frame work and the global regulatory scenario.

In view of above, the Draft Discussion Paper for the Regulations "Haryana Electricity Regulatory Commission (Standards of Performance of Distribution licensees and Determination of Compensation) Regulations, 2018 was prepared considering the various Power Quality Parameters. The last date of filing suggestions/comments/objections on the said draft Regulations was 01/02/2019 and the Public hearing was held on 20/02/2019.

Thereafter, based on the suggestions/comments/objections, the Commission prepared Draft Regulations "Haryana Electricity Regulatory Commission (Standards of Performance of Distribution licensees and Determination of Compensation) Regulations, 2019 and uploaded the same on its website for seeking comments on the said draft Regulations by 21/05/2019. The Distribution Licensees submitted their comments on the same.

The Commission, after due consideration of the written comments/objections received from public, Haryana Power Utilities and other stake holders and views expressed/issues raised in the Public Hearing, have accordingly made the necessary amendments in the draft regulations and have finalized the Draft for *Haryana Electricity Regulatory Commission (Standards of Performance of Distribution licensees and Determination of Compensation) Regulations, 2020.*

Regulation No. HERC/50/ 2020.— In exercise of powers conferred by the proviso of clause (za) of sub-section (2) of Section 181 and clause (zp) of sub-section (2) of

Section 181 read with sub-section(1) of Section 57, sub-section (2) of Section 57, sub-section (1) of Section 59 and clause (i) of sub-section (1) of Section 86 of the Electricity Act, 2003 (36 of 2003), the Haryana Electricity Regulatory Commission hereby makes the following Regulations:-

1. Short Title, Commencement and Scope Extent

- 1.1. These Regulations may be called the "Haryana Electricity Regulatory Commission (Standards of Performance of Distribution Licensees and Determination of Compensation) Regulations, 2020".
- 1.2. These Regulations shall come into force from the date of their publication in the *Official Gazette* of Haryana.
- 1.3. These Regulations shall be applicable to all Distribution and Retail Supply Licensee(s) including Deemed Licensee(s) and consumer(s) of electricity in the State of Haryana.

2. Definitions and Interpretations

- 2.1. In these Regulations unless the context otherwise requires.

- a) "Act" means the Electricity Act, 2003 (36 of 2003) as amended from time to time;
- b) "Applicant" means an owner or occupier of any land/premises who files an application with a Licensee for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, shifting of meter/connection/line/distribution transformer etc., disconnection or restoration of supply, or termination of agreement, as the case may be, in accordance with the provisions of the Act and the Codes, Rules and Regulations made there under or other services;
- c) "Area of Supply" means the area within which a Licensee is authorized by his Licence to supply electricity;
- d) "Authorised Representative" of any person/entity means all officers, staff, representatives or persons discharging functions under the general or specific authority of the person concerned /entity;
- e) "Billing cycle or billing period" means the period for which regular electricity bills as specified by the Commission, are prepared for different categories of consumers by the Licensee. This is the period between two consecutive meter reading dates;
- f) "Call Centre" means the office set up by the distribution licensee(s) (may be at back end or customer interfacing front end) with adequate technology and systems for registering complaints round the clock;
- g) "Clearance(s)" means necessary approval(s) / No Objection Certificate(s) (NOC) sought from all relevant persons or authorities including Municipal Authorities which is required for the execution of work(s) by the Distribution Licensee(s);
- h) "Commission" means the Haryana Electricity Regulatory Commission;
- i) "Days" means working days i.e excluding gazetted holidays and Sundays.
- j) "Fuse-off" means fuse blown off because of overloading/ageing or for any other reasons.
- k) "Harmonics" means a component of a periodic wave having frequency that is an integral multiple of the fundamental power line frequency of 50 Hz causing distortion to pure sinusoidal waveform of voltage or current, and as governed by IEEE STD 519-1992, namely "IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems" and corresponding standards as may be specified by the CEA;
- l) "Load Shedding" means a period during which the SLDC has directed the Licensee to reduce the load in order to ensure the safety of Grid

and reasons attributed to the same. A period of Grid failure due to force majeure event will not be covered under it;

- m) "Meter" means an equipment used for measuring, indicating and recording quantities including energy in kWh or kVAh, maximum demand in kW or kVA, reactive energy in kVARh and accessories including Current Transformer (CT), Voltage Transformer (VT) / Potential Transformer (PT) / Capacitor Voltage Transformer (CVT), where used in conjunction with such meter. It shall also include necessary wiring, any seal or sealing arrangement and other associated equipment provided by the Distribution Licensee for sealing, reliability and for preventing theft/unauthorized use of electricity;
- n) 'Continuous Phenomenon' means deviations from the nominal values that occur continuously over a long period of time;
- o) 'Contract Demand' means demand in kilowatt (kW)/kilovolt ampere (kVA)/horse Power (HP) as mutually agreed between Distribution Licensee and the Consumer and as entered into in the agreement for which Distribution Licensee makes specific commitment to supply from time to time in accordance with the governing terms and conditions contained therein or equal to the sanctioned load, where the contract demand has not been provided through /i the agreement.
- p) 'Declared Supply Voltage (Uc)' means the voltage at the consumers supply terminals declared by the supplier of electrical energy. Declared supply voltage is usually equal to the nominal voltage;
- q) 'Designated Customers' means the customers identified as major power quality polluters due to their installed non-linear loads or generation or otherwise under these Regulations and shall interalia include commercial buildings (Healthcare, Hotels, Airports, malls etc.), IT/ITES and Banking, Finance & Service Industries (BFSI), Automobiles, Iron & Steel, Aluminium, Textile, Paper & Pulp, Chlor-Alkali, Petro-Chemical, Cement, Pharmaceuticals, Fertiliser, Food Processing, Plastic & Rubber and Railways/Metros, grid connected distributed generating resource and Electric Vehicle Charging infrastructure etc.;
- r) 'Flicker' means the impression of unsteadiness of visual sensation induced by a light stimulus whose luminance or spectral distribution fluctuates with time. It is caused under certain conditions by voltage fluctuation changing the luminance of lamps;
- s) 'Flicker Severity' means intensity of flicker annoyance evaluated by the following quantities:
 - i. Short term severity (Pst) measured over a period of 10 min;
 - ii. Long term severity (Plt) calculated from a sequence of twelve Pst-values over a 2 hour time interval;
- t) 'Forum' means as defined under Haryana Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations including any amendment thereto in force from time to time ;
- u) 'Frequency' means the number of alternating cycles per second [expressed in Hertz (Hz)];
- v) 'Grid Code' means the Grid/Distribution Code as specified by the Haryana Electricity Regulatory Commission;
- w) 'Grid Standards' means the Grid Standards specified by the Authority;
- x) 'Harmonics' means the sinusoidal component of a periodic wave, either Voltage or Current waveform, having a frequency that is an integral multiple of the fundamental frequency of 50 Hz;
- y) 'High Voltage' means the voltage whose nominal r.m.s. value is more than 33000 volts but less than or equal to 150000 volts as per IS 12360:1988 standard;

- z) 'Indian Standards (IS)' means standards specified by Bureau of Indian Standards;
- aa) 'IEC Standard' means a standard approved by the International Electro technical Commission;
- bb) 'Interconnection Point (Distribution System)' a point on the electricity system, including a sub-station or switchyard, where the interconnection is established between the customer and the electricity system of the distribution licensee and where electricity injected into or drawn from the electricity system can be measured unambiguously for the customer;
- cc) 'licensee' means the distribution licensee;
- dd) 'Low Voltage (LV)' means the voltage whose nominal r.m.s. value is less than or equal to 1000 Volts as per IS 12360:1988 standard;
- ee) 'Medium Voltage (MV)' means the voltage whose nominal r.m.s. value is more than 1000 volts but less than or equal to 33000 volts as per IS 12360:1988 standard;
- ff) 'Maximum demand load current' means the current value at the point of common coupling calculated as the sum of the currents corresponding to the maximum 15 minute demand during each of the twelve previous months divided by 12;
- gg) 'Nominal voltage (of the Distribution System) (Un)' means the value of voltage by which the electrical installation or part of the electrical installation is designated and identified;
- hh) 'Normal Operating Condition' means operating condition for an electricity network, where generation and load demands meet, system switching operations are concluded, faults are cleared by automatic protection systems and in the absence of:
 - i. temporary supply arrangement;
 - ii. exceptional situations such as:
 - a. exceptional weather conditions and other natural disasters;
 - b. force majeure;
 - c. third party interference;
 - d. acts by public authorities;
 - e. industrial actions (subject to legal requirements);
 - f. power shortages resulting from external events
- ii) 'Nominal Frequency' means the frequency of 50.00 Hz of the supply voltage.
- jj) 'Point of Common Coupling (PCC)' means the point of metering, or any other point on supply system of distribution licensee, electrically nearest to the particular load at which other loads are, or could be, connected. For service to industrial users (i.e., manufacturing plants) via a dedicated service transformer, the PCC is usually at the HV side of the transformer. For commercial users (office parks, shopping malls, etc.) supplied through a common service transformer, the PCC is commonly at the LV side of the service transformer.
- kk) 'Power Factor' or 'Displacement Power Factor' means the cosine of the electrical angle between the voltage and current vectors in an AC electric circuit;
- ll) 'Power Quality Meter' means a device suitable for monitoring and recording of power quality. It shall be capable of accurate measurement, monitoring and recording of harmonics, sags, swells, flickers and other power quality parameters;
- mm) 'Rural areas' mean the areas covered by Gram Panchayats, including major and minor Panchayats;
- nn) 'r.m.s. (root-mean-square) value' means square root of the arithmetic mean of the squares of the instantaneous values of a

- quantity taken over a specified time interval and a specified bandwidth;
- oo) ‘Sanctioned load’ means load in kilowatt (kW)/kilovolt ampere (kVA)/Horse Power (HP) for which the Distribution Licensee had agreed to supply from time to time subject to governing terms and conditions;
- pp) ‘Supply Area’ means the area within which a Distribution Licensee is authorized by his License to supply electricity;
- qq) ‘Supply Terminals’ means point in a distribution system designated as such and contractually fixed, at which electrical energy is exchanged between the Customer and distribution licensee. This point can differ from the electricity metering point or the point of common coupling.
- rr) ‘Supply Voltage’ means the r.m.s. value of the voltage at a given time at the supply terminal, measured over a given interval;
- ss) ‘Supply Voltage Interruption’ is a condition in which the voltage at the supply terminals is completely lost or lower than 10% of the nominal voltage condition. It can be classified as:
- a. Planned or Prearranged Supply Interruptions means a supply interruption when network users are informed in advance;
 - b. Forced or Accidental Supply Interruptions, caused by permanent or transient faults, mostly related to external events, equipment failures or interference.
 - c. A Planned or forced supply interruption is classified as:
 - i. Sustained or long interruption means supply interruption is longer than 3 min;
 - ii. Short interruption means supply interruption is from 20ms to 3 min;
 - d. For poly-phase systems, a supply interruption occurs when the voltage falls below 10% of the nominal voltage on all phases (otherwise, it is considered to be a dip).
- tt) ‘Supply voltage dip’ means a temporary reduction of the r.m.s. supply voltage at a given point in the electrical supply system of 10 to 90% of the declared voltage for a duration from 10 ms up to and including 1 min. Typically a dip is associated with the occurrence and termination of a short-circuit or other extreme current increase on the system or installation connected to it;
- uu) ‘Supply voltage dip duration’ means time between the instant at which the r.m.s. voltage falls below the start threshold and the instant at which it rises to the end threshold. For poly-phase events, a dip begins when one voltage falls below the dip start threshold and ends when all voltages are equal to or above the dip end threshold.
- vv) ‘Supply voltage dip end threshold’ means r.m.s. value of the supply voltage specified for the purpose of defining the end of a supply voltage dip;
- ww) ‘Supply voltage dip start threshold’ means r.m.s. value of the supply voltage specified for the purpose of defining the start of a supply voltage dip;
- xx) ‘Supply voltage dip Residual Voltage’ means minimum value of r.m.s. voltage recorded during a voltage dip;
- yy) ‘Supply voltage swells (temporary Power Frequency Overvoltage)’ means temporary increase in the r.m.s. supply voltage at a given point in the electrical supply system above 110% of the declared voltage for a duration from 10 ms up to and including 1 min;
- zz) ‘Supply voltage swell duration’ means time between the instant at which the r.m.s. voltage exceed the start threshold and the instant at which it falls below the end threshold;

- aaa) 'Supply voltage swell end threshold' means r.m.s. value of the supply voltage specified for the purpose of defining the end of a supply voltage swell;
- bbb) 'Supply voltage swell start threshold' means r.m.s. value of the supply voltage specified for the purpose of defining the start of a supply voltage swell;
- ccc) 'System Average Interruption Duration Index' (SAIDI) means the average duration of sustained interruptions per consumer occurring during the reporting period, determined by dividing the sum of all sustained consumer interruptions durations, in minutes, by the total number of consumers;
- ddd) 'System Average Interruption Frequency Index' (SAIFI) means the average frequency of sustained interruptions per consumer occurring during the reporting period, determined by dividing the total number of all sustained consumer interruption by the total number of consumers;
- eee) 'True Power Factor' means the ratio between total active power used in a circuit (including harmonics) and the total apparent power (including harmonics) supplied from the source. True power factor is always less than displacement power factor if harmonics are present in the system;
- fff) 'Transient over voltages' means short duration oscillatory or non-oscillatory over voltages usually highly damped and with duration of few ms or in microseconds;
- ggg) 'Total Demand Distortion (TDD)' means the ratio of the root mean square of the harmonic content, considering harmonic components up to the 50th order, expressed as a percent of the maximum demand current;
- hhh) 'Total Harmonic Distortion' or 'THD' means the ratio of the root mean square of the current harmonic content, considering harmonic components up to the 50th order, expressed as a percent of the fundamental;
- iii) 'Voltage Events' means sudden and significant deviations from normal or desired wave shape. Voltage events typically occur due to unpredictable events (e.g. faults) or due to external causes (e.g. weather conditions);
- jjj) 'Voltage Fluctuation' or 'Voltage Variations' means series of voltage changes or a cyclic variation of the voltage envelope, the magnitude of which does not normally exceed the specified voltage ranges;
- kkk) 'Voltage unbalance' means a condition in a poly-phase system in which the r.m.s. values of the line-to-line voltages (fundamental component), or the phase angles between consecutive line voltages, are not all equal. The degree of inequality is usually expressed as the ratios of negative and zero sequence components to the positive sequence component;
- lll) 'Urban Areas' means the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and Industrial Estate and Townships including those specified by the Haryana Government;
- mmm) "Voltage" means, the difference of Electric potential measured in volts between any two conductors or between any part of either conductor and the earth, as measured by a Voltmeter meeting Indian Standards;
 - "Low voltage ", where the voltage does not exceed 250 volts,
 - "Medium voltage", where the voltage exceeds 250 volts but does not exceed 650 volts,
 - "High voltage", where the voltage exceeds 650 volts but does not exceed 33,000 volts,
 - "Extra High voltage", where the voltage exceeds 33,000 volts :

nnn) "voltage unbalance" means the ratio of the maximum voltage deviation of the phase voltage from the average phase voltage to the average phase voltage of the three phases;

2.2 Words, terms and expressions defined in the Electricity Act, 2003, as amended from time to time and used in these Regulations, shall have and carry the same meaning as defined and assigned in the said Act.

All other expressions used herein but not specifically defined in these Regulations or in the Act but defined under the Haryana Electricity Reform Act, 1997 shall have the meaning assigned to them under the same Act, provided that such definitions in the Haryana Electricity Reform Act, 1997 are not inconsistent with the provisions of the Electricity Act, 2003.

2.3 In interpretation of these Regulations, unless the context otherwise requires:

(1) Words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;

(2) References to any statutes, regulations or guidelines shall be construed as including all statutory provisions consolidating, amending or replacing such statutes, Regulations or guidelines, as the case may be, referred to;

(3) Terms "include" or "including" shall be deemed to be followed by "without limitation" or "but not limited to" regardless of whether such terms are followed by such phrases or words of like import.

2.4 Any reference to Regulations without any qualification shall be considered as reference to these Regulations.

3. Standards of Performance of Distribution Licensees

3.1 The Standards of Performance specified herein shall be the minimum acceptable standard of service with reference to quality, continuity and reliability of services that a Licensee shall achieve and maintain in discharge of his obligations as a Distribution Licensee. The Standards of Performance may be different across the area of a Distribution Licensee and across the Distribution Licensees based on the concentration of population, local environment and conditions. The categorization shall be applicable to both Urban as well as rural areas;

3.2 Any failure by the Distribution Licensee to achieve and maintain the standards of performance specified in these Regulations shall render the Distribution Licensee liable to payment of compensation under the Act, as specified in Schedule I, to an affected person claiming such compensation.

3.3.1 Standards of Performance specified in Schedule-I relates to Guaranteed Standards of Performance for which consumers against whom no arrear other than of billing current cycle is pending on the date of violation are eligible for claiming the compensation in the manner provided in the Schedule-I in case the Licensee fails to provide services as per the Standards of Performance.

3.3.2 The concerned officer (SDO in charge, who fails to comply with the timelines for rendering services as mandated under this regulation, without prejudice to any penalty which may be imposed or prosecution be initiated, he shall be liable to pay a fine of Rs 1000 (Rupees one thousand) per day for each day of delay subject to Rs 10,000 (Rupees ten thousand) maximum, in each case and such fine shall be payable by both SDO and XEN in charge of the sub division concerned in equal proportion.

Provided that complaint against non-compliance of the timelines have to be filed by aggrieved person before the Commission and the Commission may after providing an opportunity of being heard to the parties shall impose the penalty thereafter.

- 3.4 Provided that any time limits set out in these Regulations shall refer to the maximum time permitted for performing the activities to which they relate to.
- 3.5 In case of applications requiring supply under agriculture category (Agriculture Pump sets) Licensee's obligation shall be limited to the number of connections that can be covered within the target fixed by the State Government for release of agricultural connections for a financial year. The target for an ensuing year should be fixed and made public at least 2 months before the commencement of the year. The licensee shall inform the applicants in writing within 15 days of receipt of applications, if the applicant's case cannot be covered in the programme of release of Agriculture Pump set connections fixed for the year.
- 3.6 The Licensees shall ensure 100% correct metering and replace the defective/dead/burnt meters within the prescribed period as mandated in these Regulations. In case, the consumer desires to install its own meter then he shall be allowed to install the Smart Meter, compliant to the approved specifications.
- 3.7 The standards specified in Schedule-II shall be the overall standards of performance which the Licensee shall seek to achieve in discharge of its obligations. However, against violation of any such overall/general standards, any claim of compensation will not be admissible.

4. Period for Giving Supply

4.1 New Connection/Additional Load/ Reduction in Load/Temporary Connection/Shifting of meters/service lines/Equipment

The Distribution Licensee shall follow the procedure and timelines specified under Electricity Supply Code, Regulations, 2014 including any amendments thereto in force from time to time for effecting services including new connection/additional load/reduction in load/ temporary connection/Shifting of meters / service lines/Equipment.

4.2 Change of name/Reclassification of consumer category/change of tariff category

The Distribution Licensee shall effect change of name/reclassification of consumer category/change of category as per the procedure and timelines specified under Electricity Supply Code, Regulations, 2014 including any amendments thereto in force from time to time. The change shall be reflected in the electricity bill of applicant within the second billing cycle.

5. Standard of Power Quality

5.1 Supply Voltage Variations

(1) The supply voltage variations in LV and MV networks from declared voltage shall comply with Table given below and specified with reference to mean r.m.s. values of supply voltage measured over 10 min.

Table 1 – Supply Voltage Variation Limits for LV Systems Interconnected with Transmission System.

Supply Voltage Characteristic	Reference Time Frame	Limits
Mean r.m.s. value of the Supply voltage over 10 min	95% of each period of one week	Un ± 10 %
	100% of time	Un + 10 % / - 15%

Table 2 – Supply Voltage Variation Limits for MV Systems Interconnected with Transmission System.

Supply Voltage Characteristic	Reference Time Frame	Limits
Mean r.m.s. value of the Supply voltage over 10 week	99% of each period of one week	Un ± 10 %

min	100% of time	Un ± 15%
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Table 3 – Supply Voltage Variation Limits for LV and MV Systems not interconnected with Transmission System

Supply Voltage Characteristic	Reference Frame	Time	Limits
Mean r.m.s. value of the supply voltage over 10 Min		100% of time	Un +10 % / -15 %

Provided that:

The measurements shall be undertaken in accordance with applicable notified IS and in absence of IS, IEC 61000-4-30:2015 as amended from time to time;

For statistical evaluation, voltage variations shall be assessed for the period not less than 7 continuous days. The short time 10 min values (measured as per IEC) are accumulated over periods of one week and the 95th and 99th percentile values (i.e., those values that are exceeded for 5% and 1% of the measurement period) are calculated for each 7-day period for comparison with the recommended limits. The values are measured in normal operating condition.

For poly-phase systems, the voltage variations shall be measured in all phases of supply.

5.2 Supply Voltage Flicker (Pt)

- (1) The voltage flicker shall be assessed in two different severity level: Long-Term severity (Plt) and Short-Term severity (Pst). Short term severity shall be measured over a period of 10 min and long-term severity shall be calculated from a sequence of twelve Pst-values over a 2-hour time interval, according to the following expression:

$$Plt = 3\sqrt{\sum_{I=1}^{12} Pst_I}/12$$

I=1 to 12

The permissible limits of short-term voltage flicker and long-term voltage flicker severity for distribution licensee shall be 1.0 and 0.8 at all supply terminals 100% of the time respectively.

Provided that:

The measurements shall be undertaken in accordance with IEC 61000-4-30;

For statistical evaluation, voltage flicker shall be assessed for the period not less than 7 continuous days. The short time 10 min values are accumulated over periods of one week and the 95th percentile values (i.e., those values that are exceeded for 5% of the measurement period) are calculated for each 7-day period for comparison with the recommended limits. The values are measured in normal operating condition excluding the time period of a voltage dip.

For poly-phase systems, the voltage flicker shall be measured in all phases of supply.

5.3 Supply Voltage Unbalance (UB)

- (1) The supply voltage unbalance in respect of three phase supply shall be assessed from the ratio of rms value of negative phase sequence component (fundamental) to the rms value of positive phase sequence component (fundamental) of the supply voltage. The supply voltage unbalance shall be maintained less than or equal to 2% by the distribution licensee.

Provided that:

For statistical evaluation, voltage unbalance shall be assessed for the period not less than 7 continuous days. The short time 10 min values are accumulated over periods of one week and the 95th percentile values (i.e., those values that are exceeded for 5% of the measurement period) are calculated for each 7-day period for comparison with the recommended limits. The values are measured in normal operating condition.

5.4 Voltage Dip or Sag

- (1) The Supply voltage dips shall comply with Table given below and are specified with reference to:
 - i. Number of events per year
 - ii. Event duration (t)
 - iii. Residual Voltage (u)
 - iv. Declared voltage (U_c)

Table 4: Supply Voltage Dip Limits for LV and MV Networks in Terms of
Number of Events per Year

Residual Voltage (%)	Duration t (ms)				
	10 $\leq t \leq$ 200	200 $< t \leq$ 500	500 $< t \leq$ 1000	1000 $< t \leq$ 5000	5000 $< t \leq$ 60000
90 $> u \geq 80$	30	40	10	5	5
80 $> u \geq 70$	30	40	5	5	5
70 $> u \geq 40$	10	40	5	5	5
40 $> u \geq 5$	5	20	5	5	5

Provided that:

The voltage dips shall be measured in accordance with IEC 61000-4-30 and shall not fall outside the duration from 10 ms up to and including 1 min;
The voltage dips shall be measured in all phases of supply.

5.5 Voltage Swells

- (1) The Supply voltage swell shall comply with Table given below and are specified with reference to:
 - i. Number of events per year
 - ii. Event duration (t)
 - iii. Swell Voltage (u)
 - iv. Declared voltage (U_c)

Table 5: Supply Voltage swell Limits for LV and MV Networks in
Terms of Number of Events per Year

Swell Voltage u (%)	Duration t (ms)		
	10 $\leq t \leq$ 500	500 $< t \leq$ 5000	5000 $< t \leq$ 60000
$u \geq 120$	--	--	--
$120 > u \geq 110$	--	--	--

Values may be as per relevant

IEC/IEEE Standard Provided
that:

The voltage swell shall be measured in accordance with IEC 61000-4-30 and shall not fall outside the duration from 10 ms up to and including 1 min;

The voltage swell shall be measured in all phases of supply.

5.6 Voltage Harmonics

- (1) The voltage harmonic distortion of the supply voltage shall be

assessed in terms of the Total Harmonic Distortion (THDV) considering harmonic components up to the 50th order. THDV shall be taken as square root of the sum of squares of all voltage harmonics expressed as a percentage of the magnitude of the fundamental measured with following formula:-

$$THD_V = \sqrt{\sum_{(h=2)}^N V_h^2}$$

Where,

V_h represents the percent rms value of the h th harmonic voltage component, and N represents the highest harmonic order considered in the calculation.

The distribution licensee shall control the value of THDV measured at Point of Common Coupling (PCC) for LV and MV network to less than or equal to 8% and 5% respective for 100% of time.

The Distribution licensee shall also control the mean rms values of each individual harmonic order component to the values as given in table below:

Fundamental Voltage

Odd Harmonics (%)			Multiple of 3			Even Harmonics (%)		
Harmonic	LV	MV	harmonic	LV	MV	harmonic	LV	MV
5	6	6	3	5	5	2	2	1.9
7	5	5	9	1.5	1.5	4	1	1
11	3.5	3.5	15	0.5	0.5	6 to 24	0.5	0.5
13	3	3	21	0.5	0.5			
17	2	2						
19	1.5	1.5						
23	1.5	1.5						
25	1.5	1.5						

(2) For statistical evaluation, voltage harmonics shall be assessed for the period not less than 7 continuous days. The short time 10 min values are accumulated over periods of one week and the 95th percentile values (i.e., those values that are exceeded for 5% of the measurement period) are calculated for each 7-day period for comparison with the recommended limits. The values are measured at PCC in normal operating condition. Provided that:

The limits of each individual voltage harmonics by the distribution licensee in its electricity system, point of harmonic measurement i.e. Point of Common Coupling (PCC), method of harmonic measurement and other matters shall be in accordance with per applicable notified IS and in absence of IS, the IEEE 519-2014 namely 'IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems', as modified from time to time.

5.7 Current Harmonics

(1) The designated customers shall limit the value of harmonic currents measured at Point of Common Coupling (PCC) measured over 10 minutes period to the values as given in table below:

Table 7: Values of Current distortion limits (TDD)

Maximum harmonic current distortion in percent of IL						
Individual harmonic order (odd harmonics) a, b						
ISC/IL	3 ≤ h < 11	11 ≤ h < 17	17 ≤ h < 23	23 ≤ h < 35	35 ≤ h ≤ 50	TDD
< 20*	4.0	2.0	1.5	0.6	0.3	5.0
20 < 50	7.0	3.5	2.5	1.0	0.5	8.0
50 < 100	10.0	4.5	4.0	1.5	0.7	12.0
100 < 1000	12.0	5.5	5.0	2.0	1.0	15.0
> 1000	15.0	7.0	6.0	2.5	1.4	20.0

Note: * All power generation equipment is limited to these values of current distortion, regardless of actual ISC/IL;

A Even harmonics are limited to 25% of the odd harmonic limits above;

B Current distortions that result in a dc offset, e.g., half-wave converters, are not allowed; where

Isc = maximum short-circuit current at PCC;

IL = maximum demand load current (fundamental frequency component);

(2) For statistical evaluation, current harmonics shall be assessed for the period not less than 7 continuous days. The short time 10 min values are accumulated over periods of one week and the 95th and 99th percentile values (i.e., those values that are exceeded for 5% and 1% of the measurement period) are calculated for each 7-day period for comparison with the recommended limits. The values of TDD are measured at PCC in normal operating condition.

Provided that:

The weekly 95th percentile short time 10 min harmonic current values should be less than the value given in above Table-7. However, the weekly 99th percentile short time 10 min harmonic current values should be less than 1.5 times the value given in above Table-7.

The limits of current harmonics injected by the designated customer, point of harmonic measurement i.e. Point of Common Coupling (PCC), method of harmonic measurement and other matters shall be in accordance with per applicable notified IS and in absence of IS, the IEEE 519-2014 namely 'IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems', as modified from time to time. The measurements undertaken to determine compliance shall be carried out in accordance with the requirements as specified in IEC 61000-4-7 and IEC 61000-4-30.

5.8 Short Supply Voltage Interruptions

(1) Short voltage interruptions shall comply with Table given below and are specified with reference to:

- i. Number of events per year
- ii. Event duration (t)
- iii. Declared voltage (Uc)

Table 8: Short Voltage Interruptions Limits (number of events per year) for LV and MV Networks.

Residual Voltage (%)	Duration t (ms)				
	10 ≤ t ≤ 200	200 < t ≤ 500	500 < t ≤ 1000	1000 < t ≤ 5000	5000 < t ≤ 60000
5 > u	5	20	30	10	10

Provided that:

The short voltage interruptions shall be measured in accordance with IEC 61000-4-30 and shall not fall outside the duration from 10 ms up to and including 1 min;

The voltage swell shall be measured in all phases of supply.

5.9 Long or Sustained Supply Voltage Interruptions

(1) The Distribution Licensee shall calculate the reliability of its distribution system on the basis of number and duration of sustained or long supply voltage interruptions (longer than 3 min) in a reporting period, using the following indices:

i. System Average Interruption Frequency Index (SAIFI);

ii. System Average Interruption Duration Index (SAIDI);

(2) The Indices shall be computed for the distribution licensees for each month for all the 11kV and 33kV feeders in the supply area, and then aggregating the number and duration of all interruptions in that month for each feeder. The Indices shall be computed using the following formulae:

$$\sum_{i=1}^N A_i * N_i$$

$$SAIFI = \frac{\sum_{i=1}^N A_i * N_i}{N_i}$$

$$\sum_{i=1}^N B_i * N_i$$

$$SAIDI = \frac{\sum_{i=1}^N B_i * N_i}{N_i}$$

Where,

A_i = Total number of sustained interruptions (each longer than 3 min) on ith feeder for the month;

B_i = Total duration in minutes of all sustained interruptions (longer than 3 min) on ith feeder for the month;

N_i = Number of Customers on ith feeder affected due to each sustained interruption; N_t = Total number of customers served by the Distribution Licensee in the supply area;

n = number of 11kV and 33kV feeders in the licensed area of supply;

(3) The distribution licensee shall maintain the reliability on monthly basis within the limits specified in table below:

Table 9: Limits for Reliability indices

Reliability Indices	Limits *
SAIDI	600 Minutes per customer
SAIFI	15 interruptions per customer

*Limits may be decided based on area on supply and local conditions by SERC.

Provided that:

The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month.

While calculating the given reliability indices, the following types of interruptions shall not be taken into account:

- i. Momentary outages of duration less than three minutes.
- ii. Outages due to Force Majeure events such as cyclone, floods, storms, war, mutiny, civil commotion, riots, lightning, earthquake, lockout, grid failure, fire affecting licensee's installations and activities;
- iii. Outages that are initiated by the National Load Despatch Centre/ Regional Load Despatch Centre/State Load Despatch Centre during the occurrence of failure of their facilities;

While calculating the given reliability indices, the interruptions due to scheduled or planned outages shall be taken into account.

The distribution licensee shall capture reliability indices data directly from the feeder monitoring system and there should not be any manual interventions as far as possible.

The Distribution Licensee shall maintain data on the reliability indices specified above for each zone/circle/division/sub-division on a monthly basis.

The Distribution Licensee shall put up, at the end of each month, such monthly information on reliability indices, on website of the Distribution Licensee and shall submit such report quarterly to the Commission

MONITORING AND REPORTING OF THE POWER QUALITY

5.10 Monitoring of Power Quality

(1) PQ measurement shall be implemented in phased manner and during first phase, PQ meters shall be installed at selective representative locations based on voltage level, type of consumers and significance of the power quality in such a way that such measurements should adequately represent the Power Quality and Reliability in the area of supply.

(2) The distribution licensee for the purpose of requirements for the quality of electricity supplied shall identify the locations of 33kV/11kV feeders, Distribution Transformers (DTRs) and designated customers to ensure the measurement of the power quality parameters at sufficient locations in their electrical networks to adequately characterize and report performance in terms of these Regulations. The feeders and DTRs should be identified for PQ monitoring based on type of load connected. The utilities shall prepare blue print for implementation of

the above and submit the same to the commission within three months.

- (3) The distribution licensee shall enforce the continuous monitoring of power quality standards at the inter-connection point of identified locations at or below 33kV voltage level for development of profile of power quality measurement in the area of supply;
- (4) In the first phase, the distribution licensee(s) shall install Power Quality meters at 5 locations each in their area of supply on pilot basis covering the 11 KV/33KV feeders, the DTs and designated customers with load more than 1MW and scale up there-after in consultation with the commission.
- (5) The measurements undertaken to determine compliance shall be carried out in accordance with the requirements as specified in IEC 61000-4-7 and IEC 61000-4-30. There shall be continuous metering of harmonics with permanent Power Quality meters complying with the IEC 61000-4-30 Class-A meters for all new installations/connections of identified locations. For existing installations/ connections at identified locations where CTs/PTs are of lower accuracy class than mandated by IEC 61000-4-30 Class-A meters, the meters complying with the IEC 61000-4-30 Class-B may be installed. These meters should be capable of detecting direction of Harmonics (whether it is upstream or downstream) for all new installations at identified locations.
- (6) In the event when the distribution licensee receives a customer complaint concerning Power Quality, the distribution licensee shall deploy power quality meter for a particular period for the purpose of verification. Distribution licensee can also measure the level of harmonics generation at PCC of any consumer(s) on receipt of complaint(s) from other affected consumer(s).
- (7) These Regulations specifies the minimum requirements for Power Quality meters for measurement at sites directly affecting the quality of the power supplied to the consumer(s). The distribution licensee may require the additional PQ meters to establish the power quality at other bulk supply points and at other major network nodes and to investigate consumer(s) complaints, for which these additional PQ meters may be installed temporarily.
- (8) The distribution licensee may opt to integrate the smart grid meters compatible for measurement of the PQ parameters for economic and operational optimization.

5.11 Compliance of the Power Quality and Reliability Standards

- (1) The distribution licensee shall submit the quarterly report of information collected on PQ parameters extracted from power quality meters and machine-based reliability data in standard formats (as specified separately) to the Commission.

- (2) It shall be the prime responsibility of the distribution licensee to comply with these Regulations and submit the compliance report every 6 months in standard formats (as specified separately), including transparent data disclosure regarding electrical system, to the Commission. The Commission may direct designated agencies to be notified separately, to carry out PQ audit on the basis of compliance reports filed by distribution licensee for verification. The distribution company shall carry out 100% audit once a year and 5% random audit by independent agency and shall file the audit report along with ARR petition.
- (3) The distribution licensee shall publish the reports indicating the compliance with the standards under these Regulations and post all the reports on its website. The distribution licensee shall also seek comments, if any, on the same from the customers availing supply from the distribution licensee.
- (4) The Commission from time to time may seek reports on PQ improvements from distribution licensee.
- (5) The distribution licensee shall make efforts to improve power quality in their supply area by deploying devices to mitigate power quality issues such as filters or controllers etc. The expenses incurred towards deploying these devices by the distribution licensee shall be considered in the ARR.
- (6) The distribution companies shall ensure the data security and the data should only be used for identified purpose and should not be transferred to any other person without the consent of the specific consumer.

INCENTIVE / DIS-INCENTIVE MECHANISM FOR POWER QUALITY

5.12 Incentive/dis-incentive mechanism for Power Quality

- (1) During the first year after notification of Power Quality Regulations, there shall be monitoring and reporting of power quality parameters by distribution licensee in prescribed standard formats at regular intervals. Therefore, there shall not be any incentive/dis-incentive for the stakeholders during the first year after notification or as may be specified by SERCs.
- (2) The expenses incurred towards implementation and monitoring of power quality parameters by the distribution licensee shall be considered in the ARR.
- (3) From the second year after notification of PQ Regulations, an incentive/dis-incentive mechanism shall be implemented for distribution licensees and for designated customers. The distribution licensees or designated customers shall be liable to pay compensation. Provided that the Distribution Licensee shall compensate the affected person(s) in second- next billing cycle. In

case the Distribution Licensee fails to pay the compensation or if the affected person is aggrieved by non-redressal of his grievances, he may make a representation for the redressal of his grievance to the concerned Consumer Grievance Redressal Forum.

Provided further that such compensation shall be based on the classification of such failure as determined by the Commission and the payment of such compensation shall be made or adjusted in the consumer's future bills (issued subsequent to the award of compensation) within thirty (30) days of a direction issued by the Forum or by the Ombudsman, as the case may be.

- (3) The Distribution Licensee shall not be excused from failure to maintain the power quality parameters under these Regulations, where such failure can be attributed to negligence or deficiency or lack of preventive maintenance of the distribution system or failure to take reasonable precaution on the part of the Distribution Licensee.
- (4) The designated customers shall be liable to pay compensation for injecting current harmonics in to the supply system beyond the specified limits as given in Table below. In case the designated customer does not take measures to reduce the level of current harmonics (which is measured in terms of total demand distortion), he shall be made liable to pay higher compensation progressively on each continued violation as decided by the Commission separately. When there is no improvement in power quality even after 6 months, such consumers shall be served notice of dis-connection from the supply network and shall be disconnected after approval of the Commission.
- (5) Level of compensation payable for failure to meet power quality standards are given in table below:

Level of compensation

PQ Parameter	Standard	Compensation Payable	Compensation Payable by
Voltage Variation	As per Table-1, 2 and 3	Rs.100/- per week or part thereof for which voltage variation was beyond the specified limits	Distribution Licensee to each consumer connected on the feeder/ designated DTR. These compensations shall be cumulative for each violation.
Voltage unbalance		Rs.100/- per week or part thereof for which voltage unbalance was beyond the specified limits	
Voltage dips or swells	Number of events per year as per Table- 4 and 5	Rs.50/- per event for which voltage dips or swell was beyond the specified limits	
Voltage Harmonics	for LV for MV and as per Table - 6	Rs.100/- per week or part thereof for which voltage harmonics was beyond the specified limits	
Current Harmonics	As per Table-7	Compensation shall be 50 paisa per unit for the duration for which current harmonics was beyond the specified limits.	Designated Customer to distribution licensee

Short Voltage Interruptions	Number of events per year as per Table- 8	Rs.50/- per instance for which voltage dips or swell was beyond the specified limits	Distribution Licensee to each consumer connected on the feeder/ designated DTR. These compensations shall be cumulative for each violation.
Long Supply Voltage Interruptions	SAIDI in Minutes per Customer as per Table- 9	5 paisa/min/kW of contract demand for which SAIDI was beyond the specified limits	
Long Supply Voltage Interruptions	SAIFI in interruption per customer as per Table- 9	Rs.50/- per interruption for which SAIFI was beyond the specified limits	

Provided that such compensation as given in above Table-10 shall not be claimed in ARR by distribution licensee and further the compensation received by the distribution licensee from the designated customers shall be utilized only on the measures taken to improve power quality such as installation of filters, controllers etc.;

Provided further that the compensation payable under these Regulations shall be recovered from the officers concerned of the distribution licensees and the same should also be necessarily reflected in the ACRs of the erring officers / officials for their relevant year.

6. Restoration of Power Supply

6.1 Restoration of supply on failure

- (i) The Distribution Licensee, within two hours of receipt of complaint shall inform the complainant about the likely time to be taken for restoration of supply.
- (ii) The Distribution Licensee shall restore the power supply in the case of normal fuse-off calls within four (4) hours in urban areas and within eight (8) hours in Rural Areas of the receipt of a complaint.
- (iii) The Distribution Licensee shall, in the case of 33 kV/ 11 kV/ 415 V/230 V overhead line breakdowns, restore the power supply to the consumer within eight (8) hours in urban areas and within sixteen (16) hours of the receipt of a complaint in rural areas. However, in case break down is due to broken pole, power supply to the consumer shall be restored within twelve (12) hours in urban areas and within twenty-four (24) hours of the receipt of a complaint in rural areas.
- (iv) The Distribution Licensee shall restore the power supply caused by underground cable faults including service connection within twenty-four (24) hours in urban area and rural areas after obtaining the necessary clearances, if any.
- (v) The Distribution Licensee shall restore the power supply caused by distribution transformer failure within twenty-four (24) hours in urban areas and within forty-eight (48) hours of the receipt of a complaint in rural areas. Licensee shall also maintain the transformer damage rate below 3% p.a. in urban area and 6% p.a. in rural area.
- (vi) The Distribution Licensee shall restore the power supply caused by major power failure involving Power Transformer/Equipment etc within seven (7) days on receipt of a complaint. Till than the Licensee shall

ensure alternate arrangement to restore the supply to the affected area within 24 hours wherever technically feasible.

6.2 Scheduled Outages

The period of interruption, as a result of any scheduled outage, shall be specified in the public notice and may also be informed through SMS at least 24 hours in advance of such scheduled outage. Provided that such scheduled outage shall not normally exceed eight (8) hours on any day and supply shall preferably be restored by 6:00 PM in the evening.

6.3 Unscheduled Load Shedding

The period of interruption as a result of any unscheduled outage shall not normally exceed four (4) hours on any day in a particular area subject to safety of the Grid.

6.4 Disconnection of supply

- (i) The Distribution Licensee shall disconnect the supply on receipt of request for disconnection within twenty four (24) hours from the receipt of application.
- (ii) The Distribution Licensee shall intimate the consumer of any amount outstanding against the consumer whose supply has been disconnected within seven (7) days from the date of disconnection. "No- Dues certificate" shall be issued by the Distribution Licensee within thirty (30) days from the date of application and payment of outstanding dues.
- (iii) In case of closure of account (permanent disconnection), refund of credit amount (if any), advance consumption deposits / consumption security and meter security shall be made by the Distribution Licensee within thirty (30) days from the date of application for closure of account.

6.5 Reconnection of supply following disconnection due to non-payment of bills

Where the Distribution Licensee has disconnected supply to a consumer for a period of not more than six months, then if such consumer pays all amounts due and payable by him to the Distribution Licensee or, in case of a dispute, pays such amount under protest, the Distribution Licensee shall reconnect supply within—

- (i) six (6) hours from the payment of dues by the consumer in urban areas;
- (ii) twelve (12) hours from the payment of dues by the consumer in rural areas.

Provided that, where the period of disconnection exceeds six months, an application for reconnection of supply shall, after either payment of amounts due or upon settlement of dispute, be treated as a fresh application for supply of electricity under the provisions of the Act.

Payments made under protest in these Regulations shall be in accordance with the requirements of the proviso to sub-section (1) of Section 56 of the Act.

7. *Metering*

- 7.1 The Distribution Licensee shall perform the meter related activities in accordance with the Electricity Supply Code, Regulations, 2014 read with amendment thereto, in force from time to time and also in accordance with other allied Regulations and Codes.
- 7.2 The Distribution Licensee shall inspect and check the correctness of the meter within three days of receiving the request or complaint.
- 7.3 Licensee shall replace the non-working (stuck up, running slow, fast or creeping) meter within three days in urban areas and seven days in rural areas after its being so established on checking.
- 7.4 The Distribution Licensee shall restore the power supply caused by a burnt meter as per the procedure and timelines stipulated under Electricity Supply Code, Regulations, 2014, and its amendments thereof.
- 7.5 The Distribution Licensee shall ensure that at no point of time the percentage of defective meters to the total number of meters in service exceeds 2%.
Provided in case of new connection is not released within the timeline specified in supply code, the officer/official responsible shall be penalized @Rs. 1000 per day of delay subject to maximum of Rs. 10000. Thereafter the matter shall be brought before the Commission.

8. Complaints about Consumer's Bills

- 8.1 The Distribution Licensee shall immediately acknowledge a consumer's complaint by providing unique complaint number, if the complaint is filed / lodged in person or telephonically and within seven (7) days if the complaint is received by post.
- 8.2 The Distribution Licensee shall resolve consumer complaints with regard to non-receipt of a bill for payment or inadequate time being made available for payment thereof or otherwise, within twenty-four (24) hours of the receipt. In other cases where additional information is required, the complaint shall be resolved within seven (7) days.
Provided that in case a wrong electricity bill for sale of power is issued by the licensee, the same shall be corrected and a revised bill shall be issued to the consumer by the SDO in-charge within 3 days. Further, the adjustment of any amount on account of correction made in the bill shall be reflected in the next bill. In case the future bill (the second bill after the correction of the wrong bill), is found to be wrong the SDO in-charge shall be liable to pay a penalty of Rs 500/- per
- 8.3 Licensee shall ensure that at any point of time the percentage of bills requiring modifications following complaints to the total number of bills issued does not exceed 0.1%.

default. Provided further in case such default is found to occur thrice, the defaulting officer shall be proceeded under the Punishment and Appeal Rules for this act of omission.

9. Compliance of Orders passed by the CGRF and Electricity Ombudsman

The Distribution Licensee, unless and otherwise stayed by court/forum of competent jurisdiction shall implement the decision rendered by the CGRF or the Electricity Ombudsman within the period stipulated in such Order.

10. Complaint Registration and Complaint Handling

10.1 Establishment of Call centre(s)

- (i) The Distribution Licensee within the following time limits, from the date of commencement of these Regulations, establish/strengthen the Call Centre facility(s) for redressal of complaints of its consumers. Access to such Call Centre facilities shall be established to its consumers round the clock (24x7) during all days of the week:-
 - (a) for "Urban Areas" within two (2) months; and
 - (c) for "Rural Areas" within three (3) months.
- (ii) The Distribution Licensee shall use the existing channels for recording the consumer complaints as per the specified procedure till the establishment of Call Centre(s).
- (iii) Every Distribution Licensee shall ensure that sufficient number of persons are at the disposal of the Call centre(s) and also earmark or allot or establish a basic telephone or cellular mobile telephone number having sufficient communication lines or connections to be called as the "toll free number" or "consumer care number" or "help line number" as the case may be, at Call centre(s). The call response time shall not be more than three (3) minutes and the registration of consumer call after the first response shall be completed in five (5) minutes. Any delay shall attract compensation as specified in Schedule-I.
- (iv) The Commission, at any point of time, may review the adequacy of the complaint handling centre(s) set-up by the Distribution Licensee and direct the Distribution Licensee to establish additional center(s) in the area not being adequately served.
- (v) The call charges or short message service charges shall not be levied upon, or made payable by the consumers, for calls made, or, short messages sent, to the " toll free number " or " consumer care number " or " help line number ", as the case may be.
- (vi) Every Distribution Licensee shall, immediately upon establishment of Call Centre(s), inform through a public notice in newspapers in circulation in the area of supply, by uploading on internet website of the Distribution Licensee and should also ensure proper circulation of information to the consumers in case of any changes in the contact numbers.
- (vii) The Distribution Licensee shall ensure the availability of electronic data base to record the complaints, redressal time, feedback from

consumers etc. which will help in finalization of compensation and reporting of the performance to the Commission.

(viii) The Distribution Licensee shall convey information about the name of office(s), address(es) and telephone numbers wherein the consumer can lodge the complaints, in the form of additional information printed on the electricity bills and shall also display it at the sub-division offices and on the internet website of that Distribution Licensee.

10.2 Process of handling complaints

- (i) The Distribution Licensee shall devise its own processes at Complaint Handling Centers / Call Centre(s) / Customer Care Centre(s) / Service Centre(s) or any other customer interface channels to handle consumer complaints.
- (ii) The Distribution Licensee shall register all complaint made by a consumer (either verbally or in writing) in a manual register or in electronic format to be maintained for this purpose. The complaints shall be recorded in the approved format. The Distribution Licensee shall allot a unique identification number to each complaint which shall be duly communicated to the consumer along with the expected complaint resolution time.
- (iii) The Distribution Licensee shall intimate contact details of the next higher authority (including his name, telephone number and address) to the consumer in case the consumer is not satisfied with the complaint handling or when requested by him.
- (iv) The Distribution Licensee shall update and record feedback of the consumer on the action taken along with the total time taken for resolution of the complaint.

11. Reliability Indices

11.1 The Distribution Licensee shall calculate and report the following reliability indices of its distribution system separately for 11 kV feeders and consumers, covering all cities and towns up to the District Headquarter towns and also for rural areas: -

- (i) System Average Interruption Frequency Index (SAIFI);
- (ii) System Average Interruption Duration Index (SAIDI); and
- (iii) Reliability Indices (RI)

Provided that the above categorization should cover the whole area of the licensee and should include all the 11kV feeders in its area of operation. Licensee shall also calculate and report the Reliability Indices of agriculture feeders separately. The indices shall be computed as per the prescribed formats annexed as **Annexure-VI to VII**.

11.2 The Distribution Licensee shall segregate all 11 kV feeders in its supply area into urban, rural and agricultural tube well categories. The category shall comprise of all feeders where the agricultural load exceeds 90% of the total load on the feeder.

- 11.3 The Distribution Licensee shall make concerted efforts to achieve the standards of reliability fixed by the Commission from time to time.
- 11.4 The Distribution Licensee shall maintain data on the reliability indices specified in Regulation 11.1 above for each zone/circle/division/sub-division on a monthly basis.
- 11.5 The Distribution Licensee shall post, at the end of each month, such monthly information on reliability indices, on website of the Distribution Licensee and shall submit such report quarterly to the Commission within 30 days after the expiry of respective quarter.
- 11.6 Based on the information submitted by licensees, the Commission shall notify annually the targeted levels of these indices to be achieved by the Licensee. In the event, the Distribution Licensee persistently neglects and fails to improve its performance, the Commission may take action against the Distribution Licensee as per provision under Section 24 or any other provision of the Act.

12. Exemptions

- 12.1 Standards of Performance specified in these Regulations shall remain suspended in case of the following events and the Distribution Licensee is prevented from meeting his obligations under these Regulations by-
 - (i) force majeure events such as cyclone, floods, storms, pandemic, war, mutiny, civil commotion, riots, lightning, earthquake, lockout, fire affecting Licensee's installations and activities;
 - (ii) outages due to generation failure or transmission network failure;
 - (iii) outages that are initiated by the National Load Despatch Centre/ Regional Load Despatch Centre/ State Load Despatch Centre during the occurrence of failure of their facilities;
 - (iv) or other occurrences beyond the control of the Distribution Licensee;

Provided that the Distribution Licensee shall not be exempted from failure to maintain the Standards of Performance under these Regulations, where such failure can be attributed to negligence or deficiency or lack of preventive maintenance of the distribution system or failure to take reasonable precaution on the part of the Distribution Licensee.
- 12.2 The Commission may, by general or special order, exempt the Distribution Licensee from any or all of the standards specified in these Regulations for such period as may be specified in the said Order.

13. Determination of Compensation

- 13.1 If the Distribution Licensee fails to meet the Guaranteed Standards of Performance as specified in Schedule-I, Licensee shall pay compensation to the affected person;

Provided that any person who is affected by the failure of the Distribution Licensee to meet the Standards of Performance

specified under these Regulations and who seeks to claim compensation shall file his claim with such a Distribution Licensee within a maximum period of thirty (30) days from the time such a person is affected by such failure of the Distribution Licensee to meet the Standards of Performance;

Provided further that the Distribution Licensee shall provide information to consumers with regard to its offices/ competent authority to settle claims for compensation;

Provided further that the Distribution Licensee shall compensate the affected person(s) within a maximum period of ninety (90) days from the date of filing his claim.

- 13.2 In case the Distribution Licensee fails to pay the compensation or if the affected person is aggrieved by non-redressal of his grievances, he may make a representation for the redressal of his grievance to the concerned Consumer Grievance Redressal Forum in accordance with the provisions of Haryana Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Electricity Ombudsman) Regulations, 2004 including any amendment or revisit thereto.

Provided that in case the claim for compensation is upheld by the Consumer Grievances Redressal Forum, the compensation determined by the Commission in Schedule-I to these Regulations will be implemented by the Forum or by the Ombudsman, in case of an appeal filed against order of the Forum before him and is to be paid by the concerned Distribution Licensee.

Provided further that such compensation shall be based on the classification of such failure as determined by the Commission under the provisions of Section 57 of the Act and the payment of such compensation shall be paid or adjusted in the consumer's future bills (issued subsequent to the award of compensation) within ninety (90) days of a direction issued by the Forum or by the Ombudsman, as the case may be.

14. Information with respect to Level of Performance

- 14.1 The Distribution Licensee shall submit the information to the Commission on the matters covered under clauses (a) and (b) of sub-section (1) of Section 59 of the Act on quarterly basis, within a period of thirty (30) days from the end of the quarter in the forms shown in Annexure I to Annexure-VII and put up such information on the internet website of the Distribution Licensee, within a period of thirty days from the end of the quarter. The consolidated yearly information shall also be supplied at the end of each financial year by the 15th May of prospective year.

Provided that the information shall be with respect to the total number of cases of failure to meet each of the standards specified in these Regulations.

Provided further that the Distribution Licensee shall separately state the total number of cases where compensation has been paid by it without dispute and the total number of cases where compensation has been paid in compliance with an order or direction of the Forum or Ombudsman, along with the total amount of compensation in each category.

Provided further that Distribution Licensee shall intimate the measures taken by Licensee to improve performance in the areas of his License;

- 14.2 The Commission may authorize its Officers or any independent agency(s) to conduct annual checks, in order to monitor the compliance of the standards of performance by the Distribution Licensee(s) and submit a report to the Commission.

15. Power to give direction

The Commission may, from time to time, issue directions and orders as considered appropriate for implementation of these Regulations.

16. Power to relax

The Commission may by general or special order, for reasons to be recorded in writing, may relax any of the provisions of these Regulations.

17. Power to Remove Difficulties.

If any difficulty arises in giving effect to the provisions of these Regulations, the Commission may, by general or specific order, make such provisions not inconsistent with the provisions of the Act, as may appear to be necessary for removing the difficulty.

18. Power to Amend

The Commission may at any time, add to, vary, alter, modify or amend any provisions of these Regulations after following due process including affording an opportunity to the stakeholders / public.

19. Repeal and Saving

- 19.1 The "Haryana Electricity Regulatory Commission (Standards of Performance of Distribution Licensees) Regulations, 2004" issued vide Regulation No. HERC/04/2004 and notified on 16th July, 2004 including the amendments thereof issued subsequently are hereby repealed.
- 19.2 Notwithstanding the repeal anything done or any action taken or purported to have been done or taken under the repealed regulations, in so far as it is not inconsistent with the provisions of the Act or rules and regulations made there under, shall be deemed to have been taken under these Regulations.

By Order of the Commission

Secretary
Haryana Electricity Regulatory Commission

Schedule-I

Guaranteed Standards of Performance					
Sr.No .	Nature of Service		Standard (Including Time Limit for rendering Service)		Compensation Payable
1	Response time for the consumer call		Maximum 3 minutes		Rs. 50 in each case of default
2	Registration of consumer call and issue of complaint number		Within 5 minutes		Rs. 50 in each default
3	Normal fuse-off	Urban Area	Within 4 hrs	Within 2 hrs. of receipt of complaint, complainant shall be informed about the likely time to be taken for restoration of supply if asked for by the complainant	Rs. 100 per day or part thereof in case of delay to each affected consumer.
		Rural Area	Within 8 hrs		
4	Line Break Down	Urban Area	Within 8 hrs (12 hrs. if pole gets broken)	Within 2 hrs. of receipt of complaint, complainant shall be informed about the likely time to be taken for restoration of supply if asked for by the complainant	Rs. 100 per day or part thereof in case of delay to each affected consumer.
		Rural Area	Within 16 hrs (24 hrs. if pole gets broken)		
5	Underground Cable fault	Urban Area	Within 48 hrs after obtaining necessary clearances	Within 2 hrs. of receipt of complaint, complainant shall be informed about the likely time to be taken for restoration of supply if asked for by the complainant	Rs. 100 per day or part thereof in case of delay to each affected consumer.
		Rural Area	Within 48 hrs after obtaining necessary clearances		
6	Distribution Transformer Failure	Urban Area	Within 24 hrs	Within 7 days Alternate arrangement to restore the supply to the affected area to be made within 24 hrs. wherever technical feasible.	Rs. 100 per day or part thereof in case of delay to each affected consumer. Subject to maximum of Rs.3000/- to all affected consumers combined.
		Rural Area	Within 48 hrs		
7	Major Power Failure involving Power Transformer/ Equipment etc.	Urban Area	Within 7 days Alternate arrangement to restore the supply to the affected area to be made within 24 hrs. wherever technical feasible.		Rs. 100 per day or part thereof in case of delay to each affected consumer.
8	Un-scheduled load Shedding	Not to exceed 4hrs on any day.			

9	Period of Scheduled outage	Maximum duration at a stretch	Not to exceed 8 hours on any day	Consumers to be informed through public notice at least 24 hours in advance	Rs. 100 per day or part thereof in case of delay to each affected consumer		
		Restoration of Supply	By 6:00 PM in the evening.		Rs. 100 per day or part thereof in case of delay.		
10	Meter Complaints	Inspect and check correctness	Within 7 days of receipt of request/complaint along with the requisite fee.				
		Replace slow/ fast meters/ creeping or stuck meters	Within 7 days after its being so established on checking				
		Replace burnt meters	The burnt meter should be replace within 24 hours subject to maximum of 72 hours as per Supply Code Regulation 5.8	Rs. 100 per day or part thereof in case of delay.			
11	Application for new connection/ Additional load/ reduction in load	Inspection of applicants' premises	Within 7 days of receipt of application complete in all respect along with prescribed charges		Rs. 200 per day or part thereof in case of delay subject to Section 44 of the Act.		
		Issue of demand notice	No. of days from the date of inspection of premises. a) 7 days in case supply to be extended from existing network b) In case extension/ augmentation of existing network is required. i. within 7 days in case of LT supply; ii. within 14 days in case of 11 kV supply; iii. within 20 days in case of HT at 33 kV supply; iv. within 25 days in case of supply above 33 kV; c) 7 days in case of reduction of load.				

		<p>Release of Supply on compliance of demand notice and receipt of payment</p> <p>No. of days after the compliance of demand notice.</p> <ul style="list-style-type: none"> i. within 23 days in case of LT supply; ii. within 57 days in case of 11 kV supply; iii. within 77 days in case of HT at 33 kV supply; iv. within 142 days in case of supply above 33 kV; v. within 7 days where no change in CT, PT or any other equipment is required. Provided in case the CTs/PTs/ Transformers etc. are to be replaced then time lines as in case of extension of load shall be applicable. 	
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12	Release of Temporary Connection	Inspection of applicants' premises	Within 7 days of receipt of application complete in all respect along with prescribed charges	Rs. 200 per day or part thereof in case of delay subject to Section 44 of the Act.
		Issue of demand notice	<p>No. of days from the date of inspection of premises.</p> <p>a) 7 days in case supply to be extended from the existing network</p> <p>b) in case extension/ augmentation of existing network is required.</p> <ul style="list-style-type: none"> i. within 7 days in case of LT supply; ii. within 14 days in case of 11 kV supply; iii. within 20 days in case of 33 kV supply; iv. within 25 days in case of supply above 33 kV; <p>In case connection not feasible technically, applicant shall be informed within 7 days in case of LT and 15 days in case of HT, giving reasons for the same.</p>	
		Release of Supply on compliance of demand notice and receipt of payment	<p>No. of days after the compliance of demand notice.</p> <p>a) 5 days in case supply to be extended from the existing network</p> <p>b) in case extension/ augmentation of existing network is required.</p> <ul style="list-style-type: none"> i. within 30 days in case of LT supply; iii. within 90 days in case of HT supply upto 33 kV; iv. within 180 days in case of HT supply above 33 kV; 	

13	Change of Name	Approval and intimation of charges	Within 7 days of receipt of application complete in all respect along with prescribed charges	Rs. 100 per day or part thereof in case of delay.
		Effecting of change of name	Within two billing cycle after acceptance of application.	
14	Reclassification of consumer category/ change of tariff category	Inspection of applicants' premises	Within 7 days of receipt of application complete in all respect along with prescribed charges	Rs. 100 per day or part thereof in case of delay.
		Issue of demand notice	a) 7 days in case supply to be extended from existing network b) in case extension/ augmentation of existing network is required. i. within 7 days in case of LT supply; ii. within 14 days in case of 11 kV supply; iii. within 20 days in case of 33 kV supply; iv. within 30 days in case of supply above 33 kV;	
15	Redressal of consumer's complaint regarding billing i.e. non receipt, wrong bill, etc.	In case requires no additional information	Within 24 hours of receipt of Complaint	Rs. 50 per hour or part thereof in case of delay.
		If additional information is required	Within 7 days of receipt of Complaint	Rs. 100 per day or part thereof in case of delay
16	Reconnection of Supply following disconnection due to nonpayment of bills (disconnection less than 6 months old)	Urban Area	Within 6 hours of receipt of payment from consumer	Rs. 100 per day or part thereof in case of delay.
		Rural Areas	Within 12 hours of receipt of payment from consumer	
17	Refund of Advance Consumption Deposit/ Consumption Security, meter Security on closure of account		Within 30 days of adjustment of all dues.	Rs. 100 per day or part thereof in addition to interest @18% p.a. on the security.
18	Shifting of meter/ Service connection/	Inspection of applicants' premises	Within 7 days of receipt of application complete in all respect along with prescribed charges	Rs. 200 per day or part thereof

	Lines/ Equipments	Issue of demand notice	No. of days from the date of inspection. a) 7 days in case supply to be extended from existing network b) in case extension/ augmentation of existing network is required. i. within 7 days in case of LT supply; ii. within 14 days in case of 11 kV supply; iii. within 20 days in case of 33 kV supply; iv. within 25 days in case of supply above 33 kV;	
		Shifting of meter/ Service Connection	Within 7 days after receipt of necessary charges and clearances.	
		Shifting of LT/ HT Lines	Within 20 days after receipt of necessary charges and clearances.	
		Shifting of Transformer	Within 30 days after receipt of necessary charges and clearances.	
19	Issue of No Dues Certificates		Within 2 days from the date of application and clearance of outstanding dues, if any.	Rs. 100 per day or part thereof in case of delay
20	Compliance of Orders pronounced by CGRF and Electricity Ombudsman		Within the time frame defined in such order or the regulations specified by the Commission in this regard.	Rs. 100 per day or part there of delay

Note: - Maximum penalty shall be limited to Rs. 10,000.00/- in each case.

Schedule-II

General/Overall Standards of Performance

Sr.No	Nature of Service		Standard (Including Time Limit for rendering Service)	Overall Standards of performance of performance (%)
1	Response time for the consumer call		Maximum 3 minutes	99.0
2	Registration of consumer call and issue of complaint number		Within 5 minutes	99.0
3	Normal fuse-off	Urban Area	Within 4 hrs	99.0
		Rural Area	Within 16 hrs	
4	Line Break Down	Urban Area	Within 8 hrs (12 hrs. if pole gets broken)	95.0
		Rural Area	Within 16 hrs (48 hrs. if pole gets broken)	
5	Underground Cable fault	Urban Area	Within 48 hrs after obtaining necessary clearances	95.0
		Rural Area	Within 48 hrs after obtaining necessary clearances	
6	Distribution Transformer Failure	Urban Area	Within 24 hrs	
		Rural Area	Within 48 hrs	
7	Major Power Failure involving Power Transformer/ Equipment etc.	Urban Area	Within 7 days Alternate arrangement to restore the supply to the affected area to be made within 24 hrs. wherever technical feasible.	
8	Un-scheduled load Shedding	Not to exceed 4hrs on any day.		95.0

9	Period of Scheduled outage	Maximum duration at a stretch	Not to exceed 8 hours on any day	Consumers to be informed through public notice at least 24 hours in advance	95.0
		Restoration of Supply	By 6:00 PM in the evening.		
10	Meter Complaints	Inspect and check correctness	Within 7 days of receipt of request/complaint along with the requisite fee.	95.0	
		Replace slow/ fast meters/ creeping or stuck meters	Within 7 days after its being so established on checking		
		Replace burnt meters	Within 72 hours of receipt of complaint. However, supply should be restored within 24 hrs as per the provisions of Electricity Supply Code.		
11	Application for new connection/ Additional load/ reduction in load	Inspection of applicants' premises	Within 7 days of receipt of application complete in all respect along with prescribed charges	98.0	
		Issue of demand notice	No. of days from the date of inspection of premises. a) 7 days in case supply to be extended from existing network b) In case extension/ augmentation of existing network is required. i. within 7 days in case of LT supply; ii. within 14 days in case of 11 kV supply; iii. within 20 days in case of HT at 33 kV supply; iv. within 25 days in case of supply above 33 kV;		
		Release of Supply on compliance of demand notice and receipt of payment	No. of days after the compliance of demand notice. i. within 23 days in case of LT supply; ii. within 57 days in case of 11 kV supply; iii. within 77 days in case of HT at 33 kV supply; iv. within 142 days in case of supply above 33 kV;		
		Agriculture Pump Sets	As per Regulations		
12	Release of Temporary Connection	Inspection of applicants' premises	Within 7 days of receipt of application complete in all respect along with prescribed charges	98.0	

		Issue of demand notice	No. of days from the date of inspection of premises. a) 7 days in case supply to be extended from the existing network b) in case extension/ augmentation of existing network is required. i. within 7 days in case of LT supply; ii. within 14 days in case of 11 kV supply; iii. within 20 days in case of 33 kV supply; iv. within 25 days in case of supply above 33 kV; In case connection not feasible technically, applicant shall be informed within 7 days in case of LT and 15 days in case of HT, giving reasons for the same.	
		Release of Supply on compliance of demand notice and receipt of payment	No. of days after the compliance of demand notice. a) 5 days in case supply to be extended from the existing network b) in case extension/ augmentation of existing network is required. i. within 30 days in case of LT supply; iii. within 90 days in case of HT supply upto 33 kV; iv. within 180 days in case of HT supply above 33 kV;	
13	Change of Name	Intimation of charges	Within 7 days of receipt of application complete in all respect along with prescribed charges	98.0
		Effecting of change of name	Within two billing cycle after acceptance of application.	
14	Reclassification of consumer category/	Inspection of applicants' premises	Within 7 days of receipt of application complete in all respect along with prescribed charges	98.0

	change of tariff category	Issue of demand notice	a) 7 days in case supply to be extended from existing network b) in case extension/ augmentation of existing network is required. i. within 7 days in case of LT supply; ii. within 14 days in case of 11 kV supply; iii. within 20 days in case of 33 kV supply; iv. within 30 days in case of supply above 33 kV;	98.0
		Effecting of reclassification/change in category	From the date of inspection.	
15	Redressal of consumer's complaint regarding billing i.e. non-receipt, wrong bill, etc.	In case requires no additional information	Within 24 hours of receipt of Complaint	99.0
		If additional information is required	Within 7 days of receipt of Complaint	
16	Reconnection of Supply following disconnection due to nonpayment of bills (disconnection less than 6 months old)	Urban Area	Within 6 hours of receipt of payment from consumer	95.0
		Rural Areas	Within 12 hours of receipt of payment from consumer	
17	Refund of Advance Consumption Deposit/ Consumption Security, meter Security on closure of account		Within 30 days of adjustment of all dues.	99.0
18	Shifting of meter/ Service connection/ Lines/ Equipments	Inspection of applicants premises	Within 7 days of receipt of application complete in all respect along with prescribed charges	Rs. 200 per day or part thereof delay
		Issue of demand notice	No. of days from the date of inspection. a) 7 days in case supply to be extended from existing network b) in case extension/ augmentation of existing network is required. i. within 7 days in case of LT supply; ii. within 14 days in case of 11 kV supply; iii. within 20 days in case of 33 kV supply; iv. within 25 days in case of supply above 33 kV;	
		Shifting of meter/ Service Connection	Within 7 days after receipt of necessary charges and clearances.	

		Shifting of LT/ HT Lines	Within 20 days after receipt of necessary charges and clearances.	
		Shifting of Transformer	Within 30 days after receipt of necessary charges and clearances.	
19	Issue of No Dues Certificates		Within 7 days from the date of application and clearance of outstanding dues, if any.	Rs. 100 per day or part thereof in case of delay
20	Compliance of Orders pronounced by CGRF and Electricity Ombudsman		Within the time frame defined in such order or the regulations specified by the Commission in this regard.	Rs. 100 per day or part thereof in case of delay
21	Distribution Transformer failure rate	Urban Areas	Shall not exceed 3 % p.a.	
22		Rural Areas	Shall not exceed 6 % p.a.	
23	Faulty Meters (MNR, Burnt, Sticky, etc.)		Shall not exceed 1 % of metered installation	
24	Reliability Indices	The reliability indices mentioned hereunder shall be computed For all 11 kV feeders and consumers as per Regulation 11 using the following indices: - (i) System Average Interruption Frequency Index (SAIFI); (ii) System Average Interruption Duration Index (SAIDI); and (iii) Reliability Indices (RI)		Limits shall be defined separately based on data submitted by the licensee.

Reporting formats for reporting the quarterly performance

Annexure-I

Format for reporting the performance levels for Guaranteed standards of performance on a quarterly basis to the Commission

Name of Distribution Licensee:

Period of report :

Sr.N o.	Nature of Service	Pending Complain t from previous quarter (nos.)	Complain t during current quarter (nos.)	Total Complain t (nos.)	No. of Complaints addressed (nos.)			Pending complain t at the end of Quarter (nos.)	% age addresse d within time
					Withi n SOP time	Mor e than SOP time	Total Complain t addresse d		
1	2	3	4	5=3+4	6	7	8=6+7	9=8-5	10= $\frac{(6 \times 100)}{15}$
1	Response time for the consumer call								
2	Registration of consumer call and Issue of complaint number								
3	Normal fuse-off	Urban Area							
		Rural Area							
4	Line Break Down	Urban Area							
		Rural Area							
5	Underground Cable fault	Urban Area							
		Rural Area							
6	Distribution Transformer Failure	Urban Area							
		Rural Area							
7	Major Power Failure Involving Power Transformer/ Equipment etc.	Urban Area							
		Rural Area							
8	Un scheduled load Shedding								
9	Period of Scheduled outage	Maximum duration at a stretch							
		Restoration of Supply							
10	Meter Complaints	Inspect and check correctness							
		Replace slow/ fast / creeping or stuck meters							
		Replace burnt meters							
11	Application for new connection/ Additional load/ reduction in load	Inspection of applicants premises							
		Issue of demand notice							
		Release of Supply on compliance of demand notice and receipt of requisite charges.							
		Agriculture Pump Sets							

12	Release of Temporary Connection	Inspection of applicants premises							
		Issue of demand notice							
		Release of Supply on compliance of demand notice and receipt of payment							
13	Change of Name	Intimation of charges							
		Effecting of change of name							
14	Reclassification of consumer category/ change of tariff category	Inspection of applicants premises							
		Issue of demand notice							
		Effecting of reclassification/change in category							
15	Redressal of consumer's complaint regarding billing i.e. non receipt, wrong bill, etc.	In case requires no additional information							
		If additional information is required							
16	Reconnection of Supply following disconnection due to nonpayment of bills (disconnection less than 6 month old)	Urban Area							
		Rural Areas							
17	Refund of Advance Consumption Deposit/ Consumption Security and meter Security on closure of account								
18	Shifting of meter/ Service connection/ Lines/ Equipments	Inspection of applicants premises							
		Issue of demand notice							
		Shifting of meter/ Service Connection							
		Shifting of LT/ HT Lines							
		Shifting of Transformer							
19	Issue of No Dues Certificates								
20	Compliance of Orders pronounced by CGRF and Electricity Ombudsman								

Information regarding faulty meters

Format for quarterly return to be submitted to the Commission by the Distribution Licensee.

Name of Distribution Licensee:

Period of report :

Reference overall standard	No. of faulty meters at the start of the quarter	No. of faulty meters added during the quarter	Total no. of faulty meters	No. of meters rectified/replaced	No. of faulty meters pending at the end of the quarter

Annexure-III

Format regarding Compensation paid to the individual complaint

Name of Distribution Licensee:
Period of report :

Sr. No	Complaint number	Date of filing of complaint	Consumer number	Name and address of complainant	Nature of complaint	Reference of SOP	Amount of compensation paid (in Rs.)	Date of payment of compensation (dd/mm/yyyy)

NOTE –

1. The report shall be prepared as per category of item for which the compensation is paid for non-adherence of Standards of Performance.
2. Separate report be furnished where claims of complainant have been rejected by the Licensee.

Annexure-IV

Format regarding damage of distribution transformers

Name of Distribution Licensee:

Period of report :

Reference overall standard	Population of distribution transformers at the start of the quarter	Population of distribution transformers at the end of the quarter	Average population of distribution transformers during the quarter	No. of distribution transformers damaged during the Quarter	Percentage of damaged transformer
1	2	3	4=avg. (2+3)	5	6=5*100/6

Annexure-V

Format regarding Billing mistakes

Name of Distribution Licensee:
Period of report :

Reference overall standard	Total No. of bills issued during the quarter	Total No. of billing complaints/ mistakes received/ noticed during the quarter	Percentage of billing mistakes
1	2	3	4=3*100/2

Annexure-VI

Format regarding Reliability Indices (11 kV Feeders)

Name of Distribution Licensee:

Period of report:

Sl No.	Name of Villages	Type of Villages	No. of Feeders on last day of the Month	Total No. of Outages of feeders during the Month (in Minutes)	Total Duration of Outages of Feeders during the Month (in Minutes)	Cumulative No. of Outages w.e.f 1st April till the last day of the month	Cumulative Duration of Outages w.e.f 1st April till the last day of the month	Monthly Average No. of Outages of Feeder (Col 5/ Col4)	Monthly Average Duration of Outages of Feeder (Minutes) (Col 6/ Col4)	Monthly Feeder Reliability Index*	Cumulative Avg. No. of Outages of Feeder (Col 7/ Col4)	Cumulative Avg. Duration of Outages of Feeder (Minutes) (Col 8/ Col4)	Cumulative Feeder Reliability Index**
1	2	3	4	5	6	7	8	9= (5)/ (4)	10=(6)/(4)	11	12= (7)/ (4)	13= (8)/ (4)	14

* Monthly Feeder Reliability Index = $\frac{\{Col.4 * \text{Total minutes in the month}\} - Col.6}{\{Col.4 * \text{Total minutes in the month}\}} * 100$

*Shall include all outages due to grid constraints, planned shutdowns, unplanned shutdown or forced shutdown including momentary interruptions
Should be highlighted

** Cumulative Feeder Reliability Index = $\frac{\{Col.4 * \text{Total minutes in the cumulative period}\} - Col.8}{\{Col.4 * \text{Total minutes in the cumulative period}\}} * 100$

{Col.4 * Total minutes in the cumulative period}

Note-Type of Villages

RV→ Remote Villages, MV→ Main Villages,

Periodicity- Monthly

Annexure-VII

Format regarding Reliability Indices (Consumer)

Name of Distribution Licensee:

Period of report:

Sl No.	Name of City/ Towns	Type of City/ Town	No. of Consumers on last day of the Month	Total No. of Consumers	Total Duration of Consu- mer Interru- ption during the Month	Cumula- tive No. Consu- mer Interru- ption w.e.f 1st April till the last day of the month (Minut- es)	Cumul- ative Durati- on of Outag- es w.e.f 1st April till the last day of the month (Minut- es)	Monthly Averag- e No. of Consu- mer Interru- ption (Col 5/ Col4)	Monthly Averag- e Durati- on of Consu- mer Interru- ption (Minut- es) (Col 6/ Col 4)	Monthly Avg. Consu- mer Reliabi- lity Index*	Cumula- tive Avg. No. of Consu- mer Interru- ption (Col 7/ Col 4)	Cumula- tive Avg. Dura- tion of Consu- mer Interru- ption (Minut- es) (Col 8/ Col 4)	Cumula- tive Avg. Consu- mer Reliabil- ity Index**
1	2	3	4	5	6	7	8	9=(5)/ (4)	10=(6)/ (4)	11	12=(7) (4)	13=(8) (4)	14

* Monthly Feeder Reliability Index = $\frac{\{Col.4 * \text{Total minutes in the month}\} - Col.6}{\{Col.4 * \text{Total minutes in the month}\}} * 100$

$\{Col.4 * \text{Total minutes in the month}\}$

** Cumulative Feeder Reliability Index = $\frac{\{Col.4 * \text{Total minutes in the cumulative period}\} - Col.8}{\{Col.4 * \text{Total minutes in the cumulative period}\}} * 100$

$\{Col.4 * \text{Total minutes in the cumulative period}\}$

Note-Type of Town

SC→ State Capital

MT→ Town with more than 8 lakh population

DH→ District Headquarter

OT→ Other Town

*Shall include all outages due to grid constraints, planned shutdowns, unplanned shutdown or forced shutdown including momentary interruptions should be highlighted

SECTION-II
GRANT OF ELECTRICITY CONNECTION

2.1 Release of New Connections (Terms and conditions)

Approving authority for processing of service connection requests (Sales Circular No. 05/2022 Dated: 28.01.2022).

The modifications in the following service connection requests are expedited by the field offices or R-APDRP/IT Wing as per requirements being arisen under exceptional scenarios:-

1. Provision of front-end data migration for individual consumer being billed/released manually. A central user was given rights to perform this activity as per the request of subdivision in-charge.
2. Updation of payment on new connections portal against the offline payment of demand note made by the consumers as per the request of division in-charge.
3. Cancellation of new connection/change of load/change of name applications being registered on online portal owing to inadequacy on part of applicants.

Several instances have been come across and are being encountered, in which this provisions are knowingly/unknowingly misused by the field users causing undue vexation of consumers inviting a bad reputation to Nigam at large. In order to deter end user from committing such faux pas, the following modification has been proposed in channelization and processing of instant requests for catering these ibid exceptional scenarios from a higher echelon than current hierarchy mapped for processing consumer service requests under usual scenario:-

Sr. No.	Description	Load Category	Existing Approving Authority	Proposed Approving Authority
1.	Front end data migration	0-50 KW	Approval letter from concerned SDO-In charge	Approval letter from concerned XEN/Ops.
		Between 50 to 500 KW	Approval letter from concerned SDO-In charge	Approval letter from concerned SE/Ops.
		500 KW and above	Approval letter from concerned SDO-In charge	Approval letter from concerned Chief Engineer/Ops.
2.	Backend updating of the payment data of consumers post	0-50 KW	Approval letter from concerned SDO-In charge	Approval letter from concerned XEN/Ops.
		Between 50 to 500 KW	Approval letter from concerned SDO-In charge	Approval letter from concerned SE/Ops.

	migration. Further the migration of leftover consumers due to exceptions /system constraints (on case to case basis)	500 KW and above	Approval letter from concerned SDO-In charge	Approval letter from concerned Chief Engineer/Ops.
3.	Cancellation of application request for New Connection/ Load Change/Change of Name	0-50 KW	Rights are mapped on user ID of concerned SDO on new connection.	Rights to be mapped on user ID of concerned XEN/Ops.
		Between 50 to 500 KW	Rights are mapped on user ID of concerned SDO on new connection	Rights to be mapped on user ID of concerned SE/Ops.
		500 KW and above (till sanction of load)	Rights are mapped on user ID of concerned CE/Commercial	Rights are mapped on user ID of concerned CE/Commercial
		500 KW and above (after sanctioning of load till the issue of SCO)	Rights are mapped on user ID of concerned SDO on new connection	Rights to be mapped on user ID of concerned CE/Ops.

Implementation of initiatives taken by DHBVN (Sales Instruction No. 18/2014 Dated: 03/11/2014).

The various measures for improving consumer services, revenue protection and enhancing productivity to be strictly followed and are as under please:-

1. All the urban connected defaulters must be cleared i.e. amount realized or PDCO be effected. XEN /SE (OP) shall review the monthly progress and the progress during the month should not be less than 25 % of total defaulting amount of connected consumers otherwise the concerned officer shall be personally held responsible.
2. It has been decided that the “document writers” preparing files for release of connections of new consumers in front of sub division be shifted. A front Desk or help desk be created by the SDO himself by deputing 2 No officials for issue of A&A forms and receipt of

security etc. All A&A forms shall be serial numbered duly signed by the SDO (OP) concerned. The day to day working of this front desk created shall be monitored by SDO (OP) concerned at his personal level to avoid any irregular/ illegal activity.

3. The applicant may also intimate regarding new connection above 20 KW through online, SMS i.e. name of the applicant, father's name, load required address and account no. of the nearby consumer. It shall be the duty of the SDO (OP) concerned to depute JE/AFM immediately to check the technical feasibility/loading conditions and shall collect all the documents from the consumer. The total time allowed for release of the connection shall be counted from the information received through online.
4. As directions already issued, action on all pending activities of Public Health Department be taken as per schedule i.e.
 - (i) All pending connections be released without waiting of deposit of security etc.
 - (ii) All defective meters of Public Health Department having load up to 10KW be replaced with whole current meter and above 10KW, CT meter/ in built CT meter be provided.
 - (iii) The estimate for providing independent feeder wherever applied by Public Health Department, HSIIDC, HUDA for Sewerage Treatment Plant be prepared, sanctioned and concerned Department be intimated either to deposit the estimated amount or opt for Self Execution Scheme and deposit 1.5% as supervision charges.
 - (iv) All public Health Connections falling on AP feeders be shifted to RDS feeders on priority after getting the deposit estimate amount.
 - (v) The meter MCB and cable required for new connection will be provided by the Nigam and may not be accepted from the consumer. The CT meters which have been removed from distribution transformers and PDCO consumers are to be used on public health and mobile tower connection(s) after testing and resealing by M&T labs.
5. It has been decided that in case of HT connections, the test report for LT as well as HT installation shall be obtained separately. The office of the CEI will be informed through online and the approval shall be accorded by the office of CEI within 7 days.

2.2 Citizen services for transfer of title and conversion of services.

Citizen services for transfer of title and conversion of services (Sales Circular No. D-31/2016Dated: 28/10/2016).

This is with reference to Sales Circular No.D-21/2015 dated 10/7/2015, wherein the notification of the Government regarding services of Power Department under Right to Service Act has been notified. The IT department Govt, of Haryana has intimated that the following services covered under Right to Service Act are proposed to be launched as e-service through Common Service Centers (CSC) from 1st November, 2016:-

- (1) Application for New Electricity Connection.
- (2) Application for Enhancement of Electricity Load.
- (3) Application for transfer of title and conversion of services
- (4) Meter complaints
- (5) Complaint about consumer bills.
 - (a) The e-delivery of these services is available on the website of DHBVN, wherein the consumers can submit their application form along with documents for their request. Further, the online portals of DHBVN are also integrated through CSC from 1st November, 2016, under which the consumers can also take the help of CSCs to fill up their forms. For the facility, the CSC will charge the following charges from the consumers.

1. Application for new electricity connection	- Rs. 20/-
2. Application for enhancement of electricity load.	- Rs. 20/-
3. Application for transfer of title and conversion of services.	- Rs. 20/-
4. Meter Complaints.	- Rs. 10/-
5. Complaint about consumer bills.	- Rs.10/-
 - (b) With respect to the services of new connection, extension of load, change of name, the consumer can fill the form online; upload their document and payment of their charges at the time of application as well as at the time of demand notice through online mode or at CSC, which will be transferred to the main account of DHBVN. The MIS of all such transactions is available on the login ID of every SDO.
 - (c) The concerned SDO offices are directed to nominate the officials for the training of operation of both the portals and start processing the applications in respect of above services which are being received through portals. Any amendment required will be undertaken by the IT department of DHBVN from time to time.

2.3 Acknowledgement for the documents supplied by the consumers.

Acknowledgement for the documents supplied by the consumers (Sales Instruction No. 13/2001 Dated: 22/08/2001).

It has come to the notice of the Nigam that the consumers are not being given acknowledgements of test reports and receipt of applications as well as other documents. This has been viewed seriously & it is desired to take action as below:-

- (i) Whenever a consumer submits any document/representation in the Nigam's office and desires acknowledgement in token of having received the same he should be given acknowledgement on the spare copy of the document/representation with him.
- (ii) Dated acknowledgement against the receipt of Test Report for power connection should be given to the consumer immediately as per existing instructions of the Nigam and as per the format of the test report.

It is further, reiterated that it may be ensured that an acknowledgement in token of receipt of Test Report for Industrial/Agriculture connection indicating the serial number at which Test Report has been registered and date of receipt, duly signed by consumer clerk, be issued to the consumer. Similarly acknowledgement on the spare copy of the documents/representation submitted by the consumer should be given, if he so desires.

2.4 Advance Consumption Deposit (ACD) & Its interest thereon.

Payment of interest on staff security, meter security and consumption security deposit for the year 2021-22 (Sales Circular No. D-19/2021 Dt: 07.06.2021)

This is in supersession of Sales Circular No. D-18/2020 dated 11.8.2020

Please be informed that, for FY 2021-22, Nigam has decided to pay interest @ 4.25% per annum on staff security, meter security and consumption security deposited by consumers, pursuant to the provisions of HERC (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security) Regulations, 2016. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year.

In case the interest accrued during the year is not adjusted in the consumer's bill for the first billing cycle of the ensuing financial year, the Nigam shall be liable to pay interest @ 18% for the period for which the payment of interest accrued is delayed.

Levy of Advanced Consumption Deposit (ACD) on the electricity consumers in Haryana (Sales Circular No. D- 10/2021 Dated 27/04/2021).

The methodology to review the ACD has been defined in HERC Electricity Supply Code (Regulation No. 29/2014) and amendments thereof. The ACD review process for FY 2019-20 was deferred in the WTDs meeting held on 10.07.2020 owing to COVID-19 pandemic.

The Hon'ble HERC, in its hearing held on 19.11.2020 on the directives issued in the Tariff Order dt. 01.06.2020, issued notice to CE/Commercial, DHBVN, Hisar under section 142 for non-execution of ACD review process for FY 2019-20. Accordingly, in line with the above mentioned HERC regulations, DHBVN started charging revised ACD from the consumers.

However, various representations have been received from Resident Welfare Associations of Hisar and Industries/Industrial Associations/ Resident Welfare Associations of Gurugram/Bhiwani etc. in the state raising concerns on the revision of ACD charged through bills. Also, various Residents Welfare Associations and Industrial. Associations of Gurugram met the Hon'ble Power Minister, Govt. of Haryana on 12.04.2021 and raised their concerns regarding charging of revised ACD in the bills.

Taking cognizance of the widespread resentment amongst the consumers and ease out the burden of the consumer, it has been decided that:-

Owing to widespread Corona-19 pandemic, the ACD review process is hereby deferred for all categories of consumers. Also the additional ACD amount charged in the bills (paid/unpaid) may be adjusted in subsequent bills in the following manner:-

1. For the consumers whose bills haven't been issued but are in process will be temporarily stopped & will be started only after rolling back of revised ACD.
2. For the consumers who have already deposited the bills along with ACD, the contra entry will be passed & refund/charging as the case may be on account of revision of ACD will reflect in next billing cycle. Similar will be the case for those consumers whose due date has already passed but they have not deposited their current bills.

Note:- The surcharge shall not be levied on account of additional ACD amount charged but not deposited on due date.

Revised application processing charges, Advance Consumption Deposit (ACD) and Service Connection charges (Sales Circular No. D -15/2017 Dated: 05.04.2017

Please refer to Sales Circular No. D-29/2016 dated 12/9/2016 vide which revised application Processing charges, Advance Consumption Deposit (ACD) and Service Connection charges as laid under HERC Regulation No. HERC/34/2016 dated 11/7/2016 were conveyed to the field offices for its implementation w.e.f. date of its publication in the official Gazette of Haryana i.e. 19/7/2016.

In this regard, various clarifications have been sought by the field offices regarding date of applicability of the Service Connection Charges i.e. whether it should be applicable to:-

- I. Applications received on or after 19/7/2016.
- II. Applications where demand notice has been issued on or after 19/7/2016.
- III. Applications where connection has been released on or after 19/7/2016.

The matter has been deliberated at the level of the Management and it has been decided that threshold for applicability of aforesaid revised charges will be date of application of connection i.e. all connections applied before 19-07-2016 will be governed by Sales circular No. D-26/2011, prevailing at that time and the connection applied on or after 19/7/2016 will be governed by the HERC regulation No. HERC/34/2016 dated 11/7/2016, circulated vide Sales Circular No. D-29/2016.

(Accordingly, Sales Circular No. D-29/2016 may be read in conjunction with above clarification).

Revised Application processing charges, Advance Consumption deposit ACD and its review and Service Connection charges (Sales Circular No. D-29/2016 Dated: 12/09/2016).

Please refer to Sales Circular No. D-26/2011 dated 9/9/2011 issued in compliance to Hon'ble Commission order dated 17th Aug, 2011 circulated vide its memo no. HERC/Tariff(E)/G&M Charges/1490 dated 23.08.2011 on Schedule of General & Miscellaneous Charges for various categories w.e.f., 1st Sep, 2011.

Now, HERC vide Regulation No. HERC/34/2016 dated 11th July, 2016 on "Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security Regulations, 2016" has revised certain charges. This regulation was published in the Gazette of Haryana on 19/7/2016 and is applicable from the date of its publication. Accordingly, the revised Application processing charges, Consumption deposit ACD and its review and Service Connection charges as per the aforesaid Regulation shall be as under:-

A-Schedule of General Charges		
1.	Application processing charges	
	Connected load	Application processing fee
	Upto 2 kW	Rs. 50/-
	Above 2 kW	Rs.25 per kW or part thereof subject to the max. of Rs.20,000/-
2.	Service connection charges	The service connection charges/cost of extension of distribution system to be carried out by the licensee for release of new connection/extension of load, calculated in accordance with Annexure I to HERC Regulation No. HERC/34/2016 dated 11 th July, 2016 on "Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security Regulations, 2016 shall be payable by the applicant. In case the applicant opts for execution of work on his own, the supervision charges calculated in accordance with Regulation 3.10 of aforesaid regulation shall be payable, Besides this, in case the service connection charges calculated as given below are more than the actual cost of such works which are to be finally handed over to the licensee, the difference of the service connection charges and the actual cost would also be paid by the applicant.

	<p>1. For New Connections. The applicant shall bear the Service Connection Charges/Cost as prescribed hereunder:-</p>	
Sr. No.	Category	Service Connection Charges (in Rs.) per KW of the connected load or part thereof.
i	Single phase Domestic Supply upto 2 KW connected load	Rs. 200/-
ii	Single phase Domestic Supply above 2 KW connected load	Rs. 500/-
iii	Three phase Domestic Supply	Rs. 1000/-
iv	Single phase Non Domestic Supply	RS. 1000/-
V	Three phase Non Domestic Supply	Rs. 2000/-
vi	Bulk supply & L.T. Industrial Supply	Rs. 2000/-
vii	H.T Industrial Supply	Rs.2000/- per kVA of the contract demand or part thereof.
viii	AP Supply	Actual expenditure to be incurred for release of connection which shall include cost of LTIHT line and that of distribution transformer. In case more than one consumers are released connections from the same transformer, the cost of distribution transformer shall be shared on prorata basis corresponding to the load of each consumer.
ix	Street light	Actual cost as per deposit work estimate
X	Other Consumers	Service connection charges as applicable for LT/HT Industrial supply
	<p>The above service connection charges shall be applicable where the length of new line to be provided is upto 150 meters. Where, this length exceeds 150 meters, the applicant shall be required to pay additional charges of Rs. 175 per meter for loads up to 50 kW and Rs.250/- per meter for loads in excess of 50 kW.</p> <p>(2) In case, the proposed connection is to be released on voltage level of 11 kV, the</p>	

	<p>actual cost involved for releasing the connection would also be worked out as per Standard Cost Data Book and the amount recoverable shall be the higher of the following:-</p> <ul style="list-style-type: none"> • Actual cost. • Total service connection charges applicable to the respective category <p>NOTE:</p> <p>The actual cost shall include cost of the individual service line only calculated as per the Cost Data Book. In case the service line is to emanate from the feeding sub-station, the applicant shall bear the entire expenditure including cost of the breaker. However, creation of new sub-station or augmentation of existing substation shall be carried out by the licensee at its own cost as per provision under Regulations 4.4, 4.5 and 4.7. 3) In case, the proposed connection is to be released on voltage higher than 11 kV, the actual cost involved for releasing the connection would also be worked out as per Standard Cost Data Book and the amount recoverable shall be the higher of the following:-</p> <ol style="list-style-type: none"> 1. Actual cost 2. Total service connection charges applicable to the respective category. <p>Note:-</p> <p>The actual cost shall include cost of the individual service line and proportionate cost of the common portion of the main line upto the feeding sub-station including the line bay as per the Cost Data Book. In case the service line is to emanate from the feeding sub-station, the applicant shall bear the entire expenditure including cost of the breaker and bay.</p> <p>However, creation of new sub-station or augmentation of existing substation shall be carried out by the distribution licensee/transmission licensee at its own cost to be recovered through ARR of the distribution licensee/transmission licensee.</p> <ol style="list-style-type: none"> 2. The creation of a new substation as well as augmentation of existing substation (33 kV and above), if required, shall be carried out by the distribution licensee/transmission licensee at their own cost. As such while calculating the actual costs as mentioned under Paras 2 and 3 above, the cost involved for augmentation of existing grid substation or creating a new substation would not be taken into account. 2. In Group Housing Societies or Residential or Residential cum Commercial
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	<p>Complexes developed by developers, where internal LT/HT infrastructure including G.O switches, distribution transformers, cables upto the metering point have been laid by the Group Housing Societies/Developers at their own cost but individual connections have been given on LT supply to the residents and for common services or for other commercial loads by the licensee, in such cases also such equipment upon energization shall become the property of the licensee and the maintenance/replacement of such equipment shall be carried out by the distribution licensee at their own cost as per provision under Regulation 4.10.</p> <p>For Extension of Load:</p> <p>The consumer shall pay service connection charges at the rates given under Para 1 above for additional load/demand only.</p> <p>2. Where there is a change of category from L.T (upto 50 kW) to H.T (above 50 kW), the charges would be levied on the additional kVA demand, calculated as under (as an example) subject to provision under Para 8 below:</p> <ul style="list-style-type: none"> 2. Existing Sanctioned load : 40kW 2. Applied Load 150 kW with Contract Demand of: 140 kVA 2. Additional Demand : $140 - (40/0.90) = 95.55 \text{ kVA}$ <p>2. In case the supply is at 11 kV or above or in case of change of category from LT to HT, the consumer shall pay actual cost of release of additional load/demand or service connection charges as worked out above whichever is higher.</p> <p>Notes:</p> <ul style="list-style-type: none"> ❖ The line service charges on the original load, if already being levied, shall continue. However, in cases where category changes from LT to HT or from 11 KV to voltage higher than 11 KV and the consumer is required to pay actual expenses for release of connection at II KV or higher Voltage, the line service charges if being levied for existing load shall be discontinued. ❖ While assessing the connected load for industrial connections, both general and industrial loads shall be taken into account. ❖ Load exceeding 50 kW shall be catered on II KV and above. The above limit shall be applicable both for new and extension cases after taking into account the existing load. ❖ An increase in the connected load without increase in Contract Demand shall not
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	<p>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 or actual cost whichever is higher.</p> <ul style="list-style-type: none"> ❖ 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 stock issue rates as fixed by the Controller of Stores or the actual cost on which it is purchased by the applicant, whichever is lesser. <p>Refund of service connection charges</p> <p>If the licensee fails to extend the supply to the applicant within the time frame specified under Regulation 3, it shall be liable to pay interest on service connection charges at the rate specified under Regulation 5.8, along with the penalty as provided under Regulation 6.1 and refund such service connection charges to the applicant on request.</p> <p>Manner of accounting and adjustments</p> <p>The licensee- shall account, under appropriate account head, all service connection charges recovered by him under Regulation 4. The amount so recovered shall be deducted from the Gross Fixed Assets to arrive at the value of Net Fixed Assets.</p>
3	<p>Power to require security as per HERC Regulation No. HERC/34/2016 dated 11th July, 2016 on "Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security Regulations, 2016</p> <ul style="list-style-type: none"> ❖ In pursuance of Section 47 of the Act, the licensee may require any person, who requires a supply of electricity in his premises,, to give him reasonable security for the payment of all monies, which may become due to him:- <ul style="list-style-type: none"> (iv) in respect of the electricity supplied to such person; (v) where any electric line or electrical plant or electric meter is to be provided for supplying electricity to such person, in respect of the provision of such line or plant or meter; and if that person fails to give such security, the distribution licensee may, if he thinks fit, refuse to give the supply of electricity or to provide the line or plant or meter for the period during which the failure continues.

	<p>❖ Where any person has not given such security as is mentioned in Regulation 5.1 or the security given by any person has become invalid or insufficient, the distribution licensee may, by notice, require that person, within thirty days after the service of the notice, to give him reasonable security for the payment of all monies which may become due to him in respect of the supply of electricity or provision of such line or plant or meter.</p> <p>❖ If the person referred to in Regulation 5.2 fails to give such security, the distribution licensee may, if he thinks fit, discontinue the supply of electricity for the period during which the failure continues.</p> <p>❖ The distribution licensee shall not be entitled to require security in pursuance of clause (a) of Regulation 5.1 if the person requiring the supply is prepared to take the supply through a pre-payment meter.</p> <p>❖ Security Deposit</p> <p>(1) In pursuance of Regulation 5.1, a security deposit shall be made by all the consumers to cover:</p> <p>(a) The estimated power consumption for two billing cycles for all categories of consumers except the HT industrial supply consumers. In case of HT industrial supply consumers, it would be estimated power consumption for one and half billing cycles.</p> <p>Initially the applicant shall deposit the consumption security at the flat rates as mentioned under Regulation 5.6. Subsequently the security shall be revised annually as per the procedure defined under Regulation 5.9 (1).</p> <p>(b) The cost of electric meter that is to be provided for supplying electricity to premises.</p> <p>(2) In case of enhancement of load, only additional security to cover the additional consumption shall need to be deposited, estimated as per the methodology given under Regulation 5.9 (1).</p> <p>As stated under Regulation 5.5 (1), the consumption security deposit shall be revised annually as per the procedure defined under Regulation 5.9 (1). Any excess/deficient amount shall be adjusted within three subsequent bills of the consumer.</p> <p>(4) The consumption security deposit shall be returned to consumer upon termination of Agreement and within 30 days of adjustment of all dues. In case</p>
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	<p>of delay, interest equivalent to the State Bank of India base rate as on the 1st of April of the financial year shall be payable to the consumer.</p> <p>5.8 Interest on Security Deposit</p> <p>5.8.1 The licensee shall pay interest to the consumer at the Bank rate as determined by the Reserve Bank of India on 1st April of each year or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year.</p> <p>5.8.2 In case the interest accrued during the year is not adjusted in the consumer's bill for the first billing cycle of the ensuing financial year, the licensee shall be liable to pay interest at the rate of 18% for the period for which the payment of interest accrued is delayed.</p> <p>5.9 Review of Security Deposit for power consumption (ACD)</p> <p>(1) At the beginning of the financial year, the licensee shall review the consumption pattern of the consumer for the adequacy of the security deposit from April to March of the previous year. A consumer, except the HT industrial supply consumer, is required to maintain a sum equivalent to his average payment for the period of two billing cycles. An HT industrial supply consumer, is required to maintain a sum equivalent to his average payment for the period of one and half billing cycles. Where 'average payment' shall be equal to the average of actual bills paid in the last financial year:</p> <p style="padding-left: 40px;">Provided that for a consumer whose electricity connection is less than one year old, the security deposit shall not be revised at the beginning of the ensuing financial year:</p> <p style="padding-left: 40px;">Provided further that average payment shall not include the arrears of any kind recovered in the last financial year pertaining to the prior period.</p> <p>2) The security deposit available with the licensee in respect of each consumer shall be shown in the bill issued to the consumer. Refund of excess security to the consumer by the licensee, as and when arises, shall be made by way of adjustment in subsequent energy bills showing negative amount where necessary.</p> <p>4 Advance Consumption Deposit (ACD): As per regulation 5.6.1 of the Haryana Electricity Regulatory Commission (Duty to supply electricity on</p>
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	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.	
	Category of consumer	Consumption security amount (Rs/KW or part thereof the connected load)
i	Agriculture supply	100
ii	Domestic supply/Bulk Supply (Domestic)	750
iii	LT Industrial Supply	1000
iv.	HT Industrial supply	1000
V	Non-Domestic supply	1000
vi.	Bulk Supply	1000
vii.	MITC	1000
viii.	Lift Irrigation	1000
ix.	Public Water Works	1500
X.	Street Light	2000
xi.	Railways	1500
xii.	Independent Hoarding / Decorative Lighting	2000
xiii.	Temporary Metered Supply	Four times of the rate of category in which the temporary supply is required.
	NOTES: In case of consumers who are sanctioned additional connected load, the additional consumption security shall be got deposited for the additional connected load.	

The above instructions are applicable w.e.f. the date of their publication in the official Gazette of Haryana i.e. July 19, 2016

For clarification if any, the Regulation No. HERC/34/2016 is available from HERC website i.e. www.herc.gov.in.

Feeding of ACD in the billing database for the purpose of providing interest on ACD and updating of consumption security (ACD) on consumption basis (Sales Instruction No. 06/2017 Dated: 30/11/2017).

Please refer to Sales Instruction No. 1/2017 vide which instructions regarding interest on ACD and updating of consumption Security (ACD) on consumption basis, was circulated.

Sr. No. 4 of ibid instruction is amended & may be read as under:-

The ACD and additional ACD deposited, if any, on account of two billing cycle average consumption for all categories except HT industrial supply consumer and on account of one and half billing cycles average consumption for HT industrial supply consumer, upon review as per HERC regulation NO. HERC/34/2016, shall be accounted on actual basis.

(Sales instruction no. 1/2017 is amended to this extent only)

Feeding of ACD in the billing database for the purpose of providing interest on ACD and updating of consumption security (ACD) on consumption basis (Sales Instruction No. 1/2017 Dated: 10/3/2017).

A no. of directives /representations have been received regarding non-providing of interest on ACD and non-updating of consumption security (ACD) on consumption basis. The matter has been considered and decided that:-

1. The ACD of the consumers having connection released on or before 26.11.2005 shall be accounted as per S.C. No. D-8/2001 i.e. Rs. 35/- upto 1 KW & Rs. 52/- per KW, above 1 KW for domestic consumers and Rs. 345/- per KW, for NDS consumers.
2. The ACD of the consumers having connection released after 26.11.2005 shall be accounted as per S.C. No. D-31/2005 i.e. Rs. 500/- per KW or part thereof, for domestic consumers and Rs. 1000/- per KW or part thereof, for NDS consumers.
3. ACD deposited by the consumers of all other categories be accounted for, on actual basis. SDO(OP) shall ensure the submission of actual details to respective billing agency before 31/3/2017.
4. The ACD and Additional ACD deposited, if any, on A/c of two billing cycle average consumption, upon review as per HERC Regulation No. HERC/12/2005, shall be accounted for all categories on actual basis.

5. The billing agencies be directed to incorporate the same in the billing database for the purpose of payment of interest and revision of ACD on consumption basis as per HERC Regulation on the subject.

In case there is a delay in the payment of interest accrued at the rate of 18% due to unavailability of database, concerned officials shall be held responsible and extra interest payable shall be recovered from the concerned officials/officers.

Review of security Deposit- Installments (Sales Circular No. D-23/2015 Dated: 23/7/2015).

Please refer to clauses 4.15.6 and 4.15.4 (3) of Electricity Supply Code regulation No. 29/2014 circulated vide S.C No. D-17/2014 regarding review of security deposit stating, 'At the beginning of the financial year, the licensee shall review the consumption pattern of the consumer for the adequacy of the security deposit from April to March of the previous year. Consumer is required to maintain a sum equivalent to his average payment for the period of two billing cycles, where 'average payment' shall be equal to the average of actual bills paid in the last financial year. Any excess / deficient amount shall be adjusted within two subsequent bills of the consumer'.

HERC vide memo no. 832/HERC dated 19.06.2015, after considering the matter has allowed installments based on clause 5.5.1 of HERC Regulation No. HERC/12/2005 on 'Duty to Supply Electricity on request and power to require security' provisioning that any deficit in the security on account of revision shall be recovered in six installments as per billing cycle through the energy bills.

(Sales Circular No. D-17/2014 & 33/2006 is amended to the above extent & Sales Circular No. D-34/2012 is superseded).

Exemption from advance consumption security Sales Instruction No. 13/2015 Dated: 19/8/2015).

Please refer to point No. 5 of SMI -1 of sales manual edition- 1985 and point No. 4 of SMI-1.1 of sales manual edition 2005 vide which exemption from security deposit for one domestic connection was granted to the Board / Nigam employees. However, it did not find mention in SMI-2013.

The matter has been reviewed by the Nigam management and it has been decided that the exemption from 'security deposit' for one domestic connection be allowed subject to following condition:-

1. Exemption from security deposit will be allowed for one number domestic connection only. If any employee has more than one connection then he shall pay full 'security deposit' for other connections except one.
2. Head of the office / section will certify on the A&A form that the employee is working in his office.
3. An undertaking of the employee for availing this facility on only one number domestic connection will be obtained alongwith A&A form.
4. DDO concerned shall be competent to recover the outstanding billed amount (on default etc) from the salary of the employee on the report of SDO/OP or sub office in-charge concerned.

**Disconnection for non-payment of electricity charges(Sales Circular No. D-45/2013
Dated: 10/9/2013)**

As per HERC Regulation No. HERC/12/2005 dated 26.07.2005, duty to supply electricity on request, power to recover expenditure incurred in providing supply & power to require security , as per part (iv) clause 5 Power to require security sub clause 5.3 - Consumption Security. 5.3.1 "The LT/HT consumers shall at all times maintain with the Licensee an amount equivalent to consumption charges of four months wherever bi-monthly billing is in vogue and two months in the case of monthly billing cycle, 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. Provided that as and when the bi-monthly cycle is replaced with monthly billing cycle, the Licensee shall refund the excess amount if any, over the two months charges by adjustment against the existing dues or those becoming due immediately thereafter".

Under the provisions of Section-56 of the Electricity Act-2003, following amendments are made in the existing rules, regulations and terms & conditions of the supply with immediate effect. Also, it is made clear that no TDCO shall be issued for connections where whole current meters are installed and while effecting the PDCO, photo through mobile phone will be taken.

- (i) Any consumer who fails to pay any charges of electricity or any sum other than a charges for electricity due from him, a clear fifteen days notice in writing, to such consumer will be given before disconnecting the supply.
- (ii) 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 charge paid by him during the preceding six months.
- (iii) The arrears of electricity charges should be regularly and continuously indicated in the bills. It may be clarified that under the EA 2003 section 56 state that 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.
- (iv) 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.
- (v) 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 instructions.
- (vi) In case of disconnected consumers, the existing provisions for recovery of electricity dues would continue to apply.

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.

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.

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.

Recovery of Arrears for 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 effected.

Normally in the first instance the disconnection should be made on temporary basis i.e. the energy meter should be allowed to remain in position, but if the consumer does not care to get his premises reconnected within a reasonable time, say 30 days, by paying off the dues of the Nigam or if there is any apprehension of theft of energy, or there are strong reasons to believe that the reconnection would not be sought for, the disconnection should be effected permanently.

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.

Immediately after disconnection of supply a show-cause notice should be

issued to the defaulting consumer for settlement of the outstanding dues within 3 months failing which his supply would be disconnected permanently 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.

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.

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.

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."

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. The powers to remit and write off irrecoverable arrears of cost of Electrical Energy, Meter maintenance charges and general charges have been delegated of Delegation of Powers.

However, in case of following consumers, 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) Government Employees:

In such cases Head of the Offices/Departments under whom the consumer is working should be addressed to recover the outstanding amount from the person concerned and remit to the Nigam. In cases where the employees have been transferred to other stations, their address should be found out and the Heads of their offices be asked likewise.

(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.

(d) Nigam Employees:

The arrears should be recovered promptly from the employees of the Nigam. In case the employees have been transferred to other stations, a reference should be made to his SDO/XEN/SE concerned to effect recovery from the pay bills of the official/officer and remit to the office concerned.

HERC Regulations No. HERC/12/2005 on “Power to Require Security” under Section-47 of the Electricity Act-2003- Revision of Consumption Security of Existing Consumers Sales Circular No: - D-33/2006 Dated: 4.8.2006).

The instruction, for the revision of consumption security for new consumer and designating Advance Consumption deposit (ACD) as “Consumption Security”, as per the provisions of HERC Regulations No. HERC/12/2005 on “Power to Require Security” under Section-47 of the Electricity Act-2003, was issued vide Sales Circular No.D-31 /2005 dated 25.11.2005. As per the clause- (e) of S.C. No D-31/2005 dated 25.11.2005; the instructions for existing consumers were to be issued separately. 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 1st 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.

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 st April 2005 to 31 st 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	$IB = [A] / 12$

Interest on Meter Security Deposits (S.C. NO. D-33/2001 Dated 26/3/2001).

In accordance with the Sales Manual Instructions No.1 the security deposit for meters by a consumer shall be paid interest @10% per annum on the amount of Rs.100/- and above. However, if the security deposit is less than Rs.100/- no interest is payable on it. In

case any consumer gets his premises disconnected within year he will not be paid any interest on the meter security deposit.

Some organizations and Industrial Association during the public hearing by HERC have pointed out that the Nigam is not paying interest on the security deposits which shows that the instructions of the Nigam are not being implemented/followed in letter and spirit.

It is again reiterated that the payment of interest @10% per annum on meter security deposits amounting to Rs.100/- and above be ensured as per existing instructions of the Nigam.

2.5 Intimation of acceptance of application and issuing of demand notice.

Intimation of acceptance of application and issuing of demand notice (Sale Instructions No.57/2006 Dated: 20/10/2006).

As per instructions contained in Sales Manual Instructions No.1.13-2 (New Edition-2005), normal validity period for submission of test report is 3 months for all categories of consumers, except DS/NDS. The period of validity of this demand notice can be further extended upto 6 months including normal validity period.

To avoid long pendency of Industrial consumers, Nigam has decided that no extension in the validity period beyond 3 months be allowed to any Industrial Consumer. In case of applicants to whom extension has already been given beyond 3 months, a registered notice should be served to them intimating that their extension period is reduced upto one month from the date of issuance of this notice.

The Sales Manual instructions No.1.13-2 is amended upto the above extent.

Intimation and acceptance of Application and issue of Demand Notice- Reviving of application in respect of H.T. Category (SALES CIRCULAR No. D-70/2002 Dated: 25/10/2002).

Detailed instructions regarding issue of Demand Notice, the period of compliance of Demand notice and cancellation of Application in case of non-compliance have been laid-down in Sales Circular No. D-13/2002. The main contents of the Circular is reproduced as under:-

7(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.

In compliance of the above mentioned instructions, the total time period from the date of issue of demand notice including extension, if any, to be granted by the SDO will not exceed 6 months.

It has now come to the notice of the Nigam that the applicants, particularly from HT category, have to spend lot of time for arrangement of funds from the Financial Institutions, obtaining approval from the Govt. Departments and for procurement of plant and machinery for the execution of the project. The applicants have agitated that the time period laid down

by the Nigam for the compliance of the Demand Notice, which is maximum 6 months, is inadequate and they are not in a position to complete the desired formalities. The SDO OP without any further notice cancels the application & the applicant has to submit A&A form and complete all other formalities afresh.

In order to minimize the time period for release of connection and to make the system more customer friendly the Nigam has decided as under:-

Whenever any applicant, in respect of HT Industrial category, irrespective of power requirement, desires to re-move the application after the same has been cancelled by the SDO, the application can be revived with the approval of the competent sanctioning authority within one year of cancellation. The applicant will be given the connection as per the original seniority.

It is clarified that the above mentioned instructions will not apply for Bulk Supply consumers where the powers to grant extension of Demand Notice/cancellation of the Application lies with GM/Commercial as laid-down in Sales Circular No.D-38/2002 dated 1.5.2002.

Intimation and Acceptance of Application and Issuing of Demand Notice in respect of Bulk Supply consumers – Amendment in SMI No.12 (SALES CIRCULAR No: D-38/2002 Dated 23.5.2002).

Reference Sales Circular No. D-13/2002 dated 8.2.2002 in which the SMI-12 clause 7 (b) has been amended as under:-

7(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.

Now the matter has been further reviewed and it has been decided that henceforth no application of Bulk Supply consumers will be cancelled without approval of GM/Commercial and full powers have been vested with him for extension of demand notice period.

SMI No. 12 is amended to the above extent.

Intimation and Acceptance of Application and Issuing of Demand Notice – Amendment in SMI No.12 (SALES CIRCULAR NO D-13/2002 Dated: 08/02/2002).

Detailed instructions regarding issue of Demand Notice, extension of time period of compliance of demand notice and cancellation of application in case of non-compliance of demand notice etc. have been laid down under Sales Manual Instruction No.12.

Keeping in view the pendency of large No of applications due to non-compliance of Demand notice, the BOD in its meeting held on 30.01.02 has reviewed the issue and has decided to amend clause 7(b) of ibid instructions as under:-

- 7(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.

Intimation and Acceptance of application and issuing of demand notice- clarification of S/C No D-13/2002 thereof (SALES INSTRUCTIONS No.12/2002Dated: 14/06/2002).

Detailed instructions have been issued vide this office Sales Circular No. D-13/2002 dated 8.2.2002 regarding issue of demand notice, extension of time period of compliance of demand notice and cancellation of application of demand notice etc. as laid down under SMI-12.

Some clarification have been sought by the field offices whether the period of demand notice is for 6 months or 9 months from the date of issue of demand notice. The matter has been considered and it is clarified that the period of demand notice shall be 6 months. It should be ensured that demand notices of all categories of consumers are sent by registered post.

If the prospective consumer fails to comply with Demand Notice within stipulated period of 6 months, the application of the consumer be cancelled & simultaneously deposits shall be refunded after making arrangement of fund from FA/HQrs, Hisar.

However, these instructions will not be applicable to Bulk supply consumers whose power to extend the demand notice period & cancellation of application rests with GM/Comml, DHBVNL, Hisar only as per Sales Circular No. D-38/2002.

2.6 Supply of meter, CTs/PTs meter cable and metering equipment for release of connection

Supply of meter, CTs/PTs, meter cubical and metering equipment for release of connection—Amendment thereof (Sales Circular No. D-25/2019 Dated: 28/6/2019).

Please refer to Sales Circular No. D-8/2019 wherein guidelines were specified with respect to arrangement of meters, CTs/PTs, meter cubicals and other metering equipments required for release of connection.

The matter regarding de-empanelment of the firms for supply of meters and metering equipments was deliberated in the meeting with MM & M&P officers and it has been emerged out that the empanelment should continue to maintain quality.

Matter has been considered by Nigam Management and the revised guidelines are as under:-

- (a) The applicant while submitting the application will now have the only option of Nigam meter. The system automatically calculates the charges for Nigam Meter, CTs/PTs and Metering cubical, based on latest P&D rates.
- (b) The actual cost of meter, CTs/PTs and metering cubical will be charged by the Nigam, therefore no meter rental would be charged on this account from the consumer.
- (c) On receipt of complete application, the concerned sub division shall take necessary action for the arrangement of above material from the store required for release of connection.
- (d) CE (MM) shall also undertake the annual procurement of CTs/PTs, metering cubical and meters of various sizes in line with the requirement of field offices.
- (e) It is the responsibility of concerned sub division to draw the material from the store, get it tested through M&T labs and install at the consumer premises. Lab testing charges is not to be charged from the consumer for the material procured by the Nigam.
- (f) In case the material is not available in the store, the same will be procured by concerned SE (OP) through DPC/CPC as per DOP. Concerned SE (OP) shall ensure that the requisite inventory is always maintained in line with the Nos. Of connections applied under the jurisdiction.
- (g) The purchase price of material be charged in the 1st energy bill of consumer / applicant.

- (h) Consumer should not be insisted upon to procure CTs/PTs, meter and metering cubical.
- (i) In case, any consumer voluntarily desires to supply his own meter, CTs/PTs and metering cubical, the list of empanelled firms be provided to the consumer. Procured meter, CTs/PTs and metering cubical from the empanelled firms be got tested from M&T lab. Applicable testing fees will be charged in first energy bill.
- (j) CE (MM) shall continue the practice of empanelment of firms for meters, CTs and PTs for the purpose of procurement by DPC/CPC or by applicant through the empanelled firms only.

(This supersedes the sales circular D-8/2019).

Site checking of meters by M&P staff (Sales Instruction No. 11/2015 Dated: 24.07.2015).

The matter regarding site checking of CT meters has been reviewed keeping in view the fact that it is practically not feasible to check each and every connection by M&P wing, once in a year with the present staff strength due to increased work load and hence, it has been decided to revise the norms for site checking of CT meters by M&P wing as under:-

- a) The site checking of all HT CT connections and theft prone industries such as Electroplating Units, Oil Expellers, Plastic Units, Rubber Units, Steel Furnaces, Mobile Towers & Stone Crushers etc. will be carried out by M&P wing, 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.
- b) Seasonal Industries such as Ice Factories, Ice Candies, Cold Storage units, Cotton Ginning Mills and Rice Shellers etc. shall be checked twice during the season i.e. at least once every three months.
- c) The connections of all other LT CT consumers will be checked once in every two years.
- d) SDO M&P shall invariably check and record a certificate on MT-1 Performa during each such checking that the ratio of CT & PT installed at the consumer's premises as well as that of substation (in case of independent feeder) has been tested and the same is as per record.

Note: However SDO/Op, XEN/Op & XEN/M&P shall monitor the consumption pattern of the consumers and will get the meters checked wherever considered necessary to ensure that the meters are in proper working order.

(The revised instructions will supersede all the previous instructions issued in this regard. The existing instructions on subject matter stand amended to this extent only).

Sale Circular and Instruction for installation, testing & sealing of net meter--clarification thereof (Sales Circular No. D-16/2018 Dated: 8/5/2018).

Please refer to Sales Circular no. D-18/2016 vide which simplified procedures for processing of application for installation of Rooftop Solar Grid Interactive System based on Net Metering, commissioning of Net Metering Arrangement and billing thereof was circulated. As per ibid Sales Circular, for checking of installation & testing of meter, SDO/OP concerned will call M&P team for testing and connecting with the grid

As per ibid Sales Circular, for checking of installation & testing of meter, SDO/OP concerned will call M&P team for testing and connecting with the grid. Considering the large no. of applications being received for installation of net meter by consumers having load upto 20 KW, the matter has been reviewed and it has been decided that Net (Bi-directional) Meter shall be installed on the consumer premises by JE/OP for load up to 20 KW. However, SDO/OP concerned will call M&P team for testing and connecting with the grid in respect of consumer having load above 20 KW.

(Sales Circular No. D-18/2016 is amended to the above extent only)

Providing of LT-CT operated Static Energy meters (Sales Circular No. D-19/2014 Dated: 18/4/2014).

As per existing instructions, LT-CT operated static energy meters shall be provided to all existing and prospective industrial connections of 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 and street light connections having load more than 5 KW.

The matter has been reviewed and it has been decided that in case of Municipal Committees, Public Health, Government Hospitals, Mobile tower and street light connections,

LT-CT meter shall be provided where load is more than 10 KW and 3- phase whole current meter shall be provided on loads from 5 KW to 10 KW.

(The S.C No.D-74/2013 is amended to this extent only).

Instructions regarding sealing of MCBs (Sales Instruction No. 9/2014 Dated: 18/4/2014).

It has been observed that instructions regarding sealing of MCB / Meter terminal cover are not being followed by the field staff in letter and spirit, thereby providing access to meter / meter terminals, it has therefore, been decided that :-

The status of seals provided on MCBs will be noted by meter reading agency i.e. HESL invariably while taking the reading of the meters. In case the MCB is found without seals they will note the status of meter as well as meter terminal cover seals. In case of any abnormality found, the same shall be reported to SDO concerned immediately, who will take further necessary action as per instructions of the Nigam. HESL will also give the list of such connections where there is no seal on MCBs/MTCs to SDO/OP concerned. Such MCBs/MTCs shall be got sealed by SDO/OP concerned within two days positively.

Instructions regarding sealing of Energy Meter of Mobile Towers (Sales Instruction No. 8/2014 Dated: 18/4/2014).

It has been observed that the meters installed at Mobile Tower connections are not working properly & average billing is being charged for such defective meters and also the consumption recorded on some of these meters is low in comparison to their sanctioned load.

It has now been decided that the working of meter installed at all the Mobile Tower connections shall be checked and sealed by SDO/OP concerned in their areas latest by 30/4/2014. The defective meter shall also be replaced with healthy meter and sealed before 30/4/2014. A certificate in this regard shall be given by SDO/OP concerned to his Xen. On receipt of this certificate, Xen/OP shall randomly check 10% of these meters and will give connection wise detail to CE/Commercial at Hisar through SE/OP concerned. Similarly SE/OP concerned will check 2% of these meters and submit its detailed report to CE/Commercial through concerned CE/OP.

Providing of LT-CT operated Static Energy meters (Sales Circular No. D-74/2013 Dated: 30/12/2013).

As per existing instructions, LT-CT operated static energy meters shall be provided to all existing and prospective industrial connections of 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 irrespective of connected load.

Matter has been reviewed by the management and decided that this provision be extended to the connections of **street light** of Group Housing Society / Anaj Mandi & HUDA sector / MCs. The LT-CT meters to be provided on existing connections of street light shall be arranged by the Nigam.

It is also decided that henceforth 3- phase LT-CT meter (with MDI facility & tamper information) shall be provided for those prospective consumers of above mentioned connections who have load more than 5 KW.

(The S.C No.D-8/2010, S.C No.D-11/2011, SMI 4.1 (edition 2013) and related instructions on providing of LT-CT operated Static Energy meters are amended to above extent only).

HERC directives for billing, procurement and installation of electricity meters (Sales Circular No. D-13/2012 Dated: 11/7/2012).

HERC vide its directives dated 25.05.2012 has directed as under:-

1. 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.
2. It has also been brought to the notice of the Commission 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 sanction 129, sub-sector 3 of section 55 and section 86(1)(i) of the Electricity Act. 2003 and fix responsibility and appropriate penalty / compensation.
3. The Discoms should note that providing correct meter at the consumers 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 Discomsfail 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.

Cost of replacement of defective / burnt meters (Sales Circular No. D- 10/2012 Dated: 5/6/2012).

The matter has been considered by the Commission and observed that the way of recovery of the cost of defective meter from the consumer is not in order. The Commission has further decided as under:-

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

1. 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.
2. 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.

3. 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.

(SMI No. 4.17 and other related instructions are amended to this extent).

Providing of LT-CT operated Static Energy Meters (Sales Circular No. D- 9/2012 Dated 28/5/2012).

Please refer to Sales Circular No. D-37/2006, vide which it has been decided that the LT-CT operated meters are required to be provided on all existing and prospective industrial connections of **Saw Mills, Ice Factories, Ice Candies, Ice Cream Units, units manufacturing Plastic items, Rubber items, Insulating Sleeves, Oil Expeller, Electroplating, powder coating, Heat treatment, Municipal Committees, Public Health and Government Hospitals** irrespective of connected load and Sales Circular No. D-8/2010, vide which it has been decided that all the existing & prospective connections of **Mobile tower consumers**, shall also be provided with LT-CT operated static energy meter with MDI facility and tamper information data irrespective of connected load .

Further, the matter has again been reviewed and decided the following:

1. Above, such connections shall also be provided with LT-CT operated static energy meter with MDI & TOD facility and having tamper information data as per latest technical specification of the Nigam.
2. To ensure that henceforth, the CT meters to be replaced/ installed on above said connections shall confirm to the Technical specification of the Nigam.
3. 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.

4. In case, the meter is not available with department, consumer has the option to supply their own meter at his own cost.
5. The load of the consumer shall be checked, in case the meter is defective then billing will be made on the basis of existing instruction of the Nigam.

(The earlier Sales Circular No. D-8/2010 on providing of LT-CT operated Static Energy meters is amended to above extent only).

Monthly reading of AP Feeder Meters through CMRI (Sales Instruction No. 16/2011 Dated: 15/7/2011).

In order to maintain proper & exact calculation of agriculture consumption, it stands decided by the management that SDO/OP/JE incharge 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 feeder-wise 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.

Meter readings of ABT compliant meters (SC No. D-13/2011 Dated 01/06/2011).

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**) on 2nd & 18th day of every month.

Providing of LT-CT operated Static Energy meters (Sales Circular No. D- 8/2010 Dated: 9/11/2010).

This is in continuation of Sales Circular No. D-37/2006 vide which it has been instructed that the LT-CT operating Static energy meters be provided to all existing and prospective industrial connections of **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** irrespective of connected load.

Further it has been decided that in addition to above, all the existing and prospective connections of **Mobile tower consumers** shall also be provided with LT-CT operated Static Energy meters having MDI facility and tamper information data irrespective of connected load.

The earlier instructions on providing of LT-CT operated Static Energy meters are amended to above extent only.

Testing of consumer meters & providing of MCBs (Sales Circular No D 17/2008 Dated:- 4/4/2008).

It has been observed by the management that single-phase / poly phase meters are purchased, without MCB by the consumers and after testing from M&T Lab these are being installed without Nigam's metal MCB.

The Nigam has considered it and decided that: -

1. The Single Phase / Poly Phase meters received from the consumers without MCB shall be tested in M&T Lab and will be provided with Nigam's metal MCB etc. before issue.
2. The cost of MCB etc. will be charged & recovered from the consumer.

Release of new DS/NDS connections to the general category consumers—supply of their own meter (Sales Circular No. D- 22 /2008 Dated: 12.6.2008).

In view of the shortage of single phase and three phase Whole Current Static energy meters with the Nigam, it has been decided by the Nigam's Management to use only consumer's meter at the time of release of new connection of prospective general category consumers (DS/NDS).

Accordingly, the prospective general category consumers' be asked to arrange the single phase/three phase Whole Current Static Meter alongwith MCB for the release of new DS/NDS connections, from the Firms empanelled by the Nigam till further orders in this regard. However, the cable will be supplied by the Nigam. These meters shall be tested in the Nigam's Labs and the cable shall be added to the metering apparatus in the Lab as is the practice presently followed with Nigam meters too prior to installation.

Checking of accuracy- single/three phase meters Sales Instruction No. 52/2007 Dated 12/12/2007).

The work of checking of accuracy single/three phase meters in DHBVN has recently been allotted to M/s Yadav Measurement Pvt. Ltd. for Faridabad, Sirsa and Hisar Circle. M/s Data Gen Pvt. Ltd. has been allotted the work of Gurgaon, Bhiwani and Narnaul Circle. The work of checking of meters have already been started by these firms in the field and daily progress report for checking of meters is being submitted by them to the field offices. It has come to the notice of the Management that many cases of under assessment have been detected during the course of checking. It has been decided by the Nigam that the under assessed amount shall immediately be debited to the concerned account and supplementary bill shall be issued to the consumer on this account instead of raising the same in the next billing cycle and the meter of the consumer shall immediately be got replaced.

Reading of 11 KV feeders having separate ledgers – all consumer meters on a feeder to be read in one/two days (Sales instruction no. 44/2007 Dated: 3/10/2007).

As per direction of Haryana Electricity Regulatory Commission, the task of preparing 11 KV feeder wise consumer ledgers was to be accomplished by August-2007 and compliance report was to be submitted to the Commission, immediately thereafter. It is hoped that the compliance of the directive of the Commission has since been made by you

In the Operation Review Committee meeting, of DHBVN, held at Gurgaon on 30.9.2007, procedure for taking reading of such feeders was discussed and decided as under:-

1. The reading shall be taken by HESL/ Nigam's employees as per instructions in force.
2. The reading of each feeder shall be taken in one day or two days maximum.
3. As the timings are an important aspect for proper energy auditing of such feeders, the readings of all the consumers of the particular feeder shall be taken within shortest period by reading every day from 8.00 AM to 6.00 PM. The reading of that particular feeder meter shall be taken thrice on that day covering the reading period of that feeder i.e. first reading be taken at 8.00 AM, second at mid time i.e. 13.00 noon and ^{3rd} at 6.00 PM. This is for the purpose of energy audit of the feeders.

The energy audit of these feeders shall be monitored by GM/Energy Audit DHBVN, Hisar

Providing of MCCB on NDS connections in the Nigam (Sales instruction no. 43/2007 Dated: 26/9/2007).

It is general practice in the field that NDS consumers extend their load unauthorizedly without intimation to the Nigam. To curb such practice, it has been decided by the Nigam as under:-

1. No new connection of NDS category having load upto 35 KW shall be released without providing MCCB.

2. MCCB commensurating with sanctioned load should be provided at the outgoing cable of the meter. The capacity of MCCB may range from 0-2 KW, 2 to 5 KW, 10-15 KW, 15 to 20 KW and so.
3. MCCB cost shall be borne by the consumer in case of new connection.
4. In case of existing connections having load upto 35 KW the cost of MCCB shall be borne by the Nigam.

Return of defective meters and Meter Cup Board by the field staff (Sales instruction no. 42/2007 Dated: 25/9/2007).

It has been observed that the field staff is returning defective meters to respective M&T labs. without Meter Cup Board and Meter Cup Board is damaged at the time of removing the meter from the site.

The matter has been reviewed and it has been decided as under:-

The defective meters should be removed from the site alongwith Meter Cup Board without any damage and shall be returned to M&T lab. The M&T staff should open the Meter Cup Board carefully and it shall be ensured that the same Meter Cup Board is re-used on other healthy meters received from the field offices.

Provision of Electronic LT-CT Meter on New Connection (Sales instruction no. 41/2007 Dated: 25/9/2007).

The management of the Nigam has reviewed the Sales Instruction No. 33/2007 and decided as under: -

1. In future, the New Three Phase Connections of all type of categories above 20 KW shall be released with Electronic CT/PT –Operated Meters. The cost of CT/PT operated Metering equipment shall be born by the new applicant.
2. The Existing Three Phase connection above 20 KW load of all categories shall also be provided with CT/PT Meters in phased manner. The cost of CT/PT metering equipment shall be born by Nigam

(The instruction No. 4.1 of Sales Manual is amended to above extent and Sales Instruction NO. 33/2007 is hereby superseded with immediate effect).

Utilization of MCBs in the Nigam (Sales Circular No. D-48/2007 Dated: 18.9.2007).

It has been observed that huge number of plastic push type and Iron type MCBs are lying un-utilized in the M&P Labs/Stores of the Nigam. The matter has been reviewed and it has been decided by the Management as under:-

1. All push fit type plastic MCBs lying in M&P Labs shall be utilized for healthy meters being received from the field offices. The M&P wing shall issue the same to the field/stores after fitting PVC incoming and outgoing with proper clamps/pre-insulated connectors and seals on meters/MCBs.
2. Iron MCBs being procured by the MM organization shall be used for the meters being received back from field offices and the same shall also be issued to the field/stores by the M&P after fitting PVC incoming and outgoing cable/proper clamps/pre-insulated connecters and seals on meters/MCBs.
3. The EMCO make Iron MCBs for single phase meters lying in the M&P Labs shall also be used in the similar manner.
4. It has also further been decided that the new single phase/three phase meters being procured with plastic push fit type MCBs shall be issued by the M&P wing after fitting PVC incoming and outgoing cable/proper clamps/pre-insulated connecters and seals on meters/MCBs.
5. The defective consumer meters removed from meter Almirah shall be fixed as it is (without covers) in Almirah at the time of replacement.

Meter related matters – transparency and timely data capture (Sales Circular No. 32/2007 Dated- 31/5/2007).

The Subject cited circular issued vide No.23/2007 has further been reviewed by the Management and it has been amended as under:-

1. M.C.Os/PDCOs & SJOs shall be issued in penduplicate instead of quadruplicate.
2. One copy of MCOs/PDCOs and SJOs shall be sent to billing Agency directly by the Feeder Manager concerned

Meter related matters – transparency and timely data capture (Sales Circular No. 23/2007 Dated- 1/5.2007

It has come to the notice of Management that the consumers are not well informed regarding different activities vis-à-vis effecting of MCOs, PDCOs and SJOs etc. at consumer's premises. To bring transparent working in this regard, it has been decided by the Nigam that:-

MCOs shall be issued in quadruplicate; one copy of the same shall be delivered to the consumer/representative at site duly filled in the particulars of old meter & new meter at the time of affecting the MCO. Second copy shall be kept by the JE incharge. 3rd copy shall immediately be handed over in the office of respective SDOs/CCC for transacting necessary sundry items/issuing advises for its proper incorporation before the next billing cycle and 4th copy shall be kept in the office for record.

Similar action shall be taken in case of PDCOs and SJOs etc.

Fixing of responsible for bypassing the MCCB of DTs (Sales Instruction No. 18/2007 Dated: 20/4/2007).

To curb the damage rate of DTs in DHBVN, MCCB have been installed on the DT for their protection against damage.

It has come to the notice of management that MCCBs installed on DTs are being bypassed by the maintenance staff of the Nigam which is not a healthy practice. It has been decided that M&P organization will immediately check up these cases, & will inform to in writing to GM (OPs) concerned for fixing necessary responsibilities of the concerned maintenance staff. GM Ops shall take appropriate action, including recovery of the damage cost.

Wrong-Meter-reading—Acceptance of reading as DS/NDS represented by consumer (SAELS CIRCULAR No.D-16/2007 Dated: 9.3.2007).

It has come to the notice of the Management that same 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:-

1. 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.
2. 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.
3. 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.
4. Consumers having connected load 10KW and above shall be dealt with as per prevalent instructions.

Installation of Earth Leakage Circuit Breaker (ELCB) (SALES INSTRUCTION No. 14/2007 Dated: - 1.3.2007).

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.

Shifting of whole current meters of LT consumers (Sales Circular No.D-26/2006 Dated: 4/7/2006).

In continuation of Sales Circular No. D-19/2006 dated 8/5/2006 vide which instructions for providing distribution transformer meters in respect of all LT Industrial consumers having load above 10 KV were issued.

The Nigam has further decided that till such time the independent distribution transformers are arranged and installed, in the meantime the whole current meters wherever installed on the LT industries should be shifted from the consumer premises to the nearest LT pole with immediate effect and maximum within a period of one month. The progress in this regard shall be intimated to Xen/Monitoring, DHBVNL, Hisar.

(With the issuance of this circular the implementation of Sales Circular No. D-19/2006 will not be affected).

Sealing of meters—use of seals (Sales Circular No. D-15/2006 Dated: 1.5.2006).

Central Electricity authority vide its notification dated 17.3.2006 has issued the detailed instructions regarding installation and operation of meters, wherein, as per para-12(1)(c to f) states as under:-

- c) Seal shall be unique for each utility and name or logo of the utility shall be clearly visible on the seals.
- d) Only the patented seals (seal from the manufacturer who has official right to manufacture the seal) shall be used.
- e) Polycarbonate or acrylic seals of plastic seals or holographic seals or any other superior seals shall be used.
- f) 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.

In view of the above instructions, the procurement of lead seals be stopped immediately. The existing stock of lead seals be used only in the Almira till these are finished. For consumer meters, installed at the consumer premises only the new seals shall be provided. The existing lead seals shall be replaced in phased manner by arranging Polycarbonate seals or Acrylic seals or Plastic seals etc.

Polycarbonate or Acrylic seals or plastic seals shall be arranged by MM organization.

The compliance of the above instructions shall be monitored by M&P organization.

Terminology of Electronics meters as Digital meters (SALES INSTRUCTION No. 24/2006 Dated : - 7.4.2006).

As per policy of the Power Utilities, the Electronics meters have been provided at the premises of the consumers instead of electro mechanical meters for the last few years.

The electronics meters having digital display may be termed as Digital Display meters instead of electronics meters henceforth.

Appeal to the Power Consumers regarding meter and service cable (Sales Circular No. 11/2006Dated: 10.2.2006).

It is observed that theft of energy by some unscrupulous applicants is one of the significant factors of line losses. Time-to-time instructions have been issued to curb the menace of theft of electricity.

At the same time, it has also been observed that some innocent applicants also get penalized as the meter and service cable provided at their premises is not found intact.

It is directed to make appeal to the power applicants to ensure that their meter and service cable are intact so as to avoid being penalized due to carelessness. The applicants can contact the department and get their meter covering or seals replaced.

Wide publicity be given by the field officers/ staff and through media cable, TV etc. so that the applicants get aware of the situation and act accordingly.

Metering arrangement for plastic and Rubber industries (SALES INSTRUCTION No. 6/2006 Dated: 24.01.2006).

Detailed instructions were issued vide SC No.3/99 dated 19.3.99 reiterated vide SC No.41/2005 dated 15.2.2005 to install LT/CT operated meters to all existing and prospective industrial consumers engaged in manufacturing of plastic/rubber items as finished goods or raw material as these units have continuous feeding load.

The matter has been considered further and it has been decided as under:-

Henceforth on all existing and prospective Industrial consumers engaged in electroplating, power coating, heat treatment etc., LT/CT Electronic meters with MDI facility and recording of tamper feature shall be provided irrespective of the load.

In order to avoid any manipulation, JE/Incharge will record the fortnightly reading.

Washing out of tamper register from CT/PT operated energy meters (SALES INSTRUCTION NO.26/2005 Dated: 22.09.2005).

The Nigam has already issued instructions to wash out tamper register vide Sales Circular No. D-23/2003 dated 7.7.2003 which are reproduced as under:-

"It has been observed that tamper registers of many LT CT electronic meters have been filled. The tamper information data is required to be washed out in such cases after down loading the tamper information data of such meters. Tamper data will be washed out by JE/SDO(OP) while down loading data through MRI/CMRI. It may be ensured that tamper register of any meter does not remain filled beyond the date of taking the meter reading."

it has come to the notice that the Nigam's instructions are not being followed meticulously and some JEs / SDOs.(OP) are not washing out tamper register deliberately which smacks connivance of the Nigam's officials with the erring consumers.

Nigam's authorities are highly concerned about this lapse and to overcome this problem, Nigam has decided that 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.

Non-adjustment of consumers accounts on replacement of meters and other misc. commission / irregularities causing financial loss to the Nigam (SALES INSTRUCTION NO.17/2005 Dated: 10.08.2005).

Sales Manual Instruction No.114, 115 provide the detailed procedure to be followed for overhauling the consumer's accounts as per test results from XEN./M&P.

The Chief Auditor, DHBVNL, Hisar has pointed out the following irregularities/omissions being committed by the field offices despite of taking the matter with

them vide his office memo. no. CA/RA/Instructions/143 dated 25.02.2005 and memo. no. Ch-71/CA/RA/Instructions dated 14.03.2005.

1. Necessary charges debit able to the consumers are not debited and the consumer's accounts are not overhauled as per instructions. Half margins issued by the field Audit Parties in this regard are still pending.
2. The proper record of the job order books is not maintained and the original copy of the job orders is not pasted in the book after making compliance by concerned JE/Revenue section.

The above irregularities/omissions are of grave magnitude and require immediate plugging so as to avoid direct revenue loss to the Nigam.

As such, it is reiterated that consumers' accounts should invariably be overhauled wherever required and necessary adjustment carried out though sundry charges and allowance register as per existing instructions. Similarly, job order books must be maintained properly. All half margins issued by the local Audit Parties be replied immediately on its receipt.

Responsibility of the delinquent officials /officers wherever found lacking in discharging their duties be fixed and disciplinary action initiated against them.

Recording of meter reading by Meter Readers (SALES INSTRUCTIONS NO. D-5/2005 Dated: 26.05.2005).

Instances have come to the notice of the Nigam that the meter reading of consumers is not being recorded properly in the Meter Reading books by some unscrupulous meter readers resulting loss of revenue and avoidable litigations. Even after installation of new electronic meters the available para meters on the display of the meters, which are of vital importance in case of unauthorized use of electricity, are not being recorded.

In order to curb the mal-practices, the existing proforma of meter reading book for DS/NDS, LT, HT & AP consumers has been revised and a copy of the same is enclosed for taking further necessary action. Sufficient quantity of new meter reading book may be got printed by the respective SEs./OP for urban areas to begin with and be supplied to the field offices under their superintendence immediately for getting the same operated w.e.f. 1.6.2005. The proper up keep of the meter reading book be also ensured.

It has further been decided that supervisory officers/officials shall personally visit the sites in the field in each sub-division and record the meter reading and check the

connections as per **Annexure-I**. The meter reading book format for DS/NDS, HT, LT and AP supply connections are attached as **Annexure-2 to Annexure-5**.

In case of any discrepancies on the part of various functionaries, the matter should be brought to the notice of their next higher authority for taking strict disciplinary action against the delinquent officers/officials.

The S.E.(OP) will send his checking report on the prescribed format attached as **Annexure-6** to the MD,DHBVNL by 7th of each month. The SE(OP) will ensure that all XENs(OP)/SDOs(OP)/JEs under him also adhere to the prescribed schedule.

Revision of Norms for site checking of CT meters by M&P Wing (SALES CIRCULAR NO. D-37/2004 Dated 16.12.2004).

Detailed instructions were issued vide Sales Circular No.D-5/2004 dated 24.02.2004 fixing the revised norms for site checking of CT Meters by M&P Wing. Clause No.9 of the ibid circular is re-produced as under:-

Clause No.9

"The requirement of presence of M&P staff at the time of reconnection after TDCO and re-setting of MDI shall be done away with. The requirement of M&P staff at the time of fault removal is also not required which should be got done by Xen. (OP) as per provision in Clause 9 of Sales Circular No. D-19/2003. However, the presence of M&P staff at the time of PDCO will continue. New connection will be released after checking by M&P staff as is being done at present."

Instances have come to the notice of Nigam where irregularities/discrepancies of serious nature have been detected on re-checking of CT/PT operated meters by M&P Wing after attending the fault by Operation Wing.

The matter has been reviewed by the Nigam and it has been decided to amend clause No.9 of Sales Circular No.D-5/2004 dated 24.02.2004 as under:-

Clause No.9

The requirement of presence of M&P staff at the time of reconnection after TDCO and re-setting of MDI shall be done away with. However, the presence of M&P staff at the time of removal of fault will again continue forthwith. Release of new connection and effecting of PDCO will be done after checking by M&P staff as is being done at present.

All relevant information/records pertaining to attending of fault by Operation Wing during the intervening period of issuance of Sales Circular No.D-5/2004 dated

24.02.2004 and this Sales Circular be supplied by concerned XEN (OP)Divn. to M&P Division immediately.

Methodology for checking/replacing of electricity meters by Licensee (SALES INSTRUCTION NO. 8/2004 Dated: 30.08.2004).

In view of the HERC order dated 29.01.2004, the following guidelines in the matter of replacement of electricity meters are issued:-

1. Whenever the meter for an electricity connection is purchased and provided by the consumer and has been installed after due calibration in the utility laboratory, the same shall not be replaced without verifying the correctness of the meter at the installation point. For the purpose of verification of correctness, the utility will check the error of existing meter by verifying the meter constant through a phantom load or conducting a dial test or comparing the accuracy of the meter with a reference sub-standard meter or by putting a check meter in series with the existing meter or by any recognized practical method for site testing of accuracy of energy meters backed by sound principles of electrical engineering and technology. The report of the checking would be given to the consumer before removing the meter from the consumer's premises. The recovery/refund will be worked out based on the power consumption during last six months adjusting for the error indicated during verification and the recovery/refund will be adjusted by the licensee in the next billing cycle.
2. A meter supplied by the consumer shall not ordinarily be removed from site by licensee 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. A meter whenever so required 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 the consumer if so desired by him/her.
3. 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 two 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 two days the utility will replace the meter at its cost and levy the meter rentals and meter security to the consumer as applicable. In the event of consumer declining to accept the replacement of his defective meter with utility's meter, supply will be disconnected without any further notice. The defective meter of the consumer would, however, be returned to him/her in any case.

4. 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 utility for any other purpose, such as checking the utility shall reimburse the cost of such meter removed at the prevalent market rate/licensee's issued rate whichever is more and no meter rent/ meter security will be charged from the consumer.
5. As per the existing program the electromechanical meters already installed are being replaced with electronic meters purchased by the utility. In cases where the licensee has replaced the meter owned by the consumer without checking it and returned the meter to the consumer which otherwise was in good working condition, the utility shall not levy any meter rent/meter security from the consumer so as to avoid double investment by the consumer.
6. As per existing instructions, 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 utility, it is the responsibility of the utility to protect the meter and to ensure that it is in healthy working condition for which the utility 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 travelling 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.

Revision of Norms for site checking of CT meter by M&P wing (SALES CIRCULAR NO. D-5/2004 Dated: 24.2.2004).

Detailed instructions were issued vide S.C. No. D-19/2003 dated 19.6.2003 and D-34/2003 dated 7.11.2003 fixing the revised norms for site checking of CT meters by M&P wing. Clause No: 3, 5 & 9 of the ibid circular are reproduced as under:

Clause No. 3

"Theft prone Industries such as Oil Expellers, Plastic Units, Rubber Units, Steel Furnaces and Saw Mills shall be checked once every 3 months".

Clause No. 5

"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 down load the tamper information data and the load survey data from CT meter. 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."

Clause No. 9 (As amended vide Sales Circular No. D-34/2003 dated 7.11.2003)

"The requirement of presence of M&P staff at the time of reconnection after TDCO shall be done away with. However the presence of M&P staff at the time of fault removal and at the time of PDCO will continue. New connection will be released after checking by M&P staff as is being done at present."

The above mentioned provisions have been deliberated at Nigam's level and the relevant provisions given in the Clause No. 3, 5 & 9 of the said circulars are amended as under:

Clause No. 3

Since the load of Saw Mill used in plywood industry is not substantial, therefore it may be treated as a part of plywood industry.

Clause No. 5

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 down load 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 Divn for suitable action. The SDO/OP in charge of S/Divn shall be personally responsible to ensure that the above data is obtained every month in respect of all HT and LT meters.

Clause No. 9

The requirement of presence of M&P staff at the time of reconnection after TDCO and re-setting of MDI shall be done away with. The requirement of M&P staff at the time of fault removal is also not required **which should be got done by Xen (OP) as per provision in clause no. 9 of Sales Circular No. D-19/2003**. However, the presence of M&P staff at the time of PDCO will continue. New connection will be released after checking by M&P staff as is being done at present.

(This supersedes instructions issued vide S.C. No. D-34/2003 dated 7.11.2003 and the other provisions contained in Sales Circular No. D-19/2003 dated 19.6.2003 shall remain unchanged).

Recording of reading of LT CT meters having load more than 35 KW through MRI/CMRI. (SALES CIRCULAR NO: D-23/2003 Dated: 7.7.2003).

With the installation of electronic meters with capability to record tamper information data on all LT industrial connections with connected load of 35 KW& above, it has been decided that the meter reading and tamper information data should be down loaded through MRI/CMRI while recording the monthly reading in respect of LT CT electronic meters installed on such connections. The readings and the downloading of the tamper information shall be taken by the JE deputed for this purpose in respect of LT Industrial connections with connected load between 35 KW to 50 KW and the SDO (OP) in case of LT Industrial connections with connected load between 50 KW to 70 KW . The seals of MCB and the optical port will be required to be broken. The JE/SDO (OP) should have samples of existing seals and should properly compare the existing seals with the sample seals before breaking the same. In addition, the JE/SDO (OP) shall record the reading visually also.

It was provided in Sales Circular D-40/2001 dated 20.4.2001 that whenever the maximum load recorded by LT electronic meter exceeds the sanctioned load of a consumer, the resetting of maximum load Indicator of the meter would be done by SDO/OP in case of

LT/CT meters of consumers having load 30 KW or above. Sales Circular No. D-40/2001 is amended to the extent that henceforth resetting of exceeded maximum load indicator will be done by JE/SDO (OP), as the case may be, in all cases of LT CT electronic meters. The JE/SDO (OP) will properly compare the seals existing on maximum load indicator push button with the sample seals before breaking the same.

It has been observed that tamper registers of many LT CT electronic meters have been filled. The tamper information data is required to be washed out in such cases after downloading the tamper information data of such meters. Tamper data will be washed out by JE/SDO (OP) while downloading data through MRI/CMRI. It may be ensured that tamper register of any meter does not remain filled beyond the date of taking the meter reading.

Revision of Norms for site checking of CT meters by M&P wing (SALES CIRCULAR NO. D-19/2003 Dated 19.6.2003).

The norms for site checking of CT meters by M&P wing were laid down in Sales Manual Instruction No. 103 and the Meter manual. Later on, Sales Circular Nos. 29/88 and 5/95 were issued to amend norms of site checking of seasonal industries.

Previously, electro-mechanical CT meters were installed on Industrial connections and periodical checking was essential to check the accuracy of meters every six months. With the installation of electronic meters on CT connections, the occurrence of faults in meters has reduced considerably. It has been felt that the meters of some categories of industries which are theft prone as well as individual industrial connections involved in theft of energy, need to be checked more frequently; whereas other connections may be checked annually. With technological advances, useful data such as load survey and tamper information, is available in electronic meters. This information needs to be analyzed regularly to detect any malpractice committed by the consumers.

In view of the above, the matter regarding site checking of CT meters has been reviewed and it has been decided to revise the norms for site checking of CT meters by M&P wing as under. The revised instructions will supercede all the previous instructions issued in this regard. These instructions will come into effect from 1.7.2003.

1. 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.

2. 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.
3. Theft prone Industries such as Oil Expellers, Plastic Units, Rubber Units, Steel Furnaces and Saw Mills shall be checked once every 3 months.
4. 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.
5. 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 down load the tamper information data and the load survey data from CT meter. 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.
6. 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.
7. The M&P wing shall analyze 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.
8. 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.

9. The requirement of presence of M&P staff at the time of reconnection after TDCO or at the time of fault removal or at the time of PDCO shall be done away with. However, the presence of Xen 'OP' concerned will be mandatory at the time of initial checking of connection after occurrence of fault is reported by some consumer. The metering equipment including CT/PT chamber will be jointly inspected by the concerned Xen/OP and SDO/OP to rule out any possibility of tampering with the metering equipment and CT-PT wiring. New connections will be released after the checking by M&P staff as is being done at present.
10. Technical audit of 33 KV sub-stations, checking of feeder meters at sub-stations as well as joint checking of inter utility meters alongwith HVPN staff, shall continue as earlier.

Recording of monthly reading of HT Electronic Trisection Meters installed on HT Industrial consumers through MRI/CMRI and sealing thereof (SALES CIRCULAR No. D-07/2003 Dated: 16.04.2003).

Please refer to Sales Circular No.43/96 dated 18.11.96 vide which the instructions laid down for reading and sealing of HT Electronic Meter were amended and decided as under:-

"The reading and sealing of the meter of the HT Industrial consumers with load above 500 KW shall hence forth be jointly carried out by the SDO (OP) and SDO (M&P) concerned only. For all HT connections with load 500 KW and less, the readings and sealing of the meter shall be carried out by the respective SDO (OP)."

Since readings of Meters installed on HT Industrial consumers having load more than 500 KW are mostly taken through MRI/CMRI, it has been felt that joint readings by two officers is no longer required. The matter has been considered by the Nigam and the procedure is revised as under:-

The reading & sealing of the meters of HT Industrial consumers shall hence forth be carried out by the respective SDO (OP) through MRI/CMRI.

- 1) In case there is any difficulty in down loading the data from meter to MRI/CMRI and the reading is required to be taken visually then SDO (OP) shall take the reading jointly alongwith SDO(M&P).

(The Sales Circular No.43/96 dated 18.11.96 stands amended to this effect).

Physical Checking of connected load in case of LT industrial consumers where electronic meters are installed with MDI (SALES CIRCULAR NO. 89/2002 Dated 20.12.2002).

In accordance with the existing instructions, the connected load of all the LT Industrial Consumers is being checked regularly by the field staff to detect the unauthorized extension of load by the consumers. During checking, if connected load is found in excess of the sanctioned load, it was presumed that the consumer is running the excess load.

With the provision of Maximum Demand Indicator (MDI) in the latest procured 3 Phase Electronic Meters, the maximum demand is automatically recorded by the meter. If it exceeds the maximum limit (which is the sanctioned load of the consumer) he will be charged as per the existing instructions of the Nigam notified vide S.C. No.D-40/2001 dated 20.4.2001 & D-18/2001 dated 22.2.2001.

Instances have come to the notice of the management that the field staff is still indulging in checking their connected loads, even when the maximum demand more than the sanctioned connected load, has never been recorded by the meter.

The matter regarding physical checking of LT Industrial consumers for unauthorized extension of load where electronic meters are installed with the provision of MDI was reviewed and it was decided that in such cases, there is no necessity of physical checking of the load at the consumer's premises by the field staff/Vigilance as the maximum load utilized by the consumer will be automatically recorded in the meter. However, they should ensure the correct working of these meters.

Replacement of Whole current Electro-mechanical meter with Electronic meter – Clarification regarding charging of cost of monthly meter rental (SALES INSTRUCTIONS No: 31/2002 Dated: 30.10.2002).

The Nigam has been receiving representations from the consumers and field offices have been seeking clarification regarding the charging of the cost/monthly rental from the following type of customers :-

a) Where the old meter has been provided **by the Nigam** and the same has been removed:-

i) as healthy meter.

ii) as defective meter.

- b) Where the old meter has been provided **by the consumer** and has been removed

i) as a healthy meter.

ii) as a defective meter.

All the above mentioned points have been considered and the Nigam has decided as under :-

NIGAM METER

- i) Where the Nigam has provided the old electromechanical meter & removed as a healthy meter, the cost for the Electronic Meter will not be charged. The monthly meter rental shall, however, be leviable.
- ii) Where the meter has been removed as defective meter, the cost of the new electronic meter will be charged and no meter rental shall be charged. The meter security already deposited by the consumer shall be adjusted against cost of old Electro-mechanical Meter.

CONSUMER METER

- i) Where the old meter had been supplied by the consumer and has been removed as a healthy meter, no security nor cost of new meter will be chargeable. However, meter rent shall be chargeable, as applicable, for new meter.
- ii) Where the old meter has been removed as a defective meter, the cost of the new meter will be charged and no meter rental shall be charged.

It is clarified that the above instructions are applicable only in respect of replacement of existing whole current Electro-mechanical meters with electronic meters, whether single phase or three phase.

The terms and conditions relating to 3 phase CT operated meters, 3 phase LT Trivector meters and HT Trivector meters remain unchanged.

All the officers and staff may please be informed accordingly and meticulous compliance of the guide lines may please be ensured.

**Washing out tampers from HT Electronic meters (SALES CIRCULAR NO: D-52/2002
Dated: 9.8.2002).**

Secure make HT electronic meters installed in DHBVN have provision for recording 50 tamper events. After the recording of 50 events, the meter will not record further tamper events, if any. As such, the tamper information in respect of such meters is required to be washed out after down loading the same from meters. This can be done through MRI/CMRI after preparing the same from the base computer installed in Circle office. The tamper information down loaded from the meter will then be loaded in the base computers for taking print outs for analysis.

It has been observed that the respective SDOs 'OP' are not washing out the tampers wherever tamper registers of HT electronic meters have been filled. As a result of this, further occurrence/resetting of tampers, is not recorded by the meter. The MD, DHBVN has desired that a sales circular may be issued in this regard wherein instructions should be issued to all the concerned offices for down loading and washing out of tampers.

The monthly readings of all HT consumers having electronic meters should invariably be taken through MRI/CMRI. Tamper information, instantaneous parameters and load survey should be down loaded simultaneously and may be sent to respective Xen/M&P in a floppy every month where the tamper information and other data will be analysed.

Checking of consumer premises/tapping of service cable before the meter (Sales Instruction No. 06/2001Dated: 20.03.01).

It has been reported by I.G./Vigilance, HVPN, Panchkula that cases of theft of electricity by tapping of service cable, by providing switches or through naked joints before the meter, are on the increase. Although this aspect is very well known to all but sufficient efforts are not being made to eliminate the chances of such thefts. The instructions are reiterated again as below:-

1. Service cable should be completely exposed upto the meter and no portion of the service cable should be concealed, before the meter.
2. All the service wires with joints before the meter should be got replaced.

It is also impressed upon that whenever theft on account of such cases are reported, then strict action should be initiated against the Meter Reader/Line staff for not intimating such cases.

2.7 Issue of Service connection order and allotting of Account Number.

Issue of Service connection order and allotting of Account Number (SALES INSTRUCTIONS No: 9/2001 Dated: 17/07/2001).

Instances have come to the notice where the first bills have not been issued after months of release of connections. In many cases these connections have been completely omitted and due to lack of proper maintenance of record in the office, it has become impossible to keep a track of service connection orders issued and whether the first bill has been issued in such cases where the connection has been released. In SMI-17, it is clearly mentioned that to avoid omission, it will be the personal responsibility of RA/ARA/SDC or other official incharge of the maintenance of service register to see and verify that the formalities of SCO are properly completed. They should sign the SCO's in token of having checked the same and also write the words 'A/C No. _____, entered in ledger.

After the computerization of bills of DS/NDS categories from outside agencies, this practice has been stopped. It is reiterated that in future category wise record for all SCO's issued with the A/C No. allotted should be maintained in a separate register.

In case of DS/NDS category of consumers, monthly advice should be given to the billing agencies at the time of issue of SCO's 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. For other categories entry should be recorded in the ledgers as per instructions laid down in SMI-17. The register so maintained be updated in respect of all pending SCO's. The Computer agency will provide an exception report every month detailing cases where the SCO has been issued but billing has not started.

SDO's(OP) should investigate about the pending SCO's and ensure that first bills have been issued for all the new connections released. The Xens(OP) should also check about the maintenance of record of SCO's and billing of all the new connections released. Strict disciplinary action will be taken for non observance of the instructions. The loss of revenue due to negligence will be recovered from Xens (OP)/ SDOs(OP)/ Consumer Clerk in equal measure.

A sample copy of Service Connection Order Form (HSEB Form CS-12) is enclosed for reference.

2.8 Self-declaration for consumer electrical installation upto 50 KW for all category of consumers

Self-declaration for consumer electrical installation upto 50 KW for all category of consumers (Sales Circular No. D- 14/2021 Dated: 06/05/2021).

In spirit of Ease of Doing Business to facilitate an early release of connection, following guidelines are hereby specified w.r.t. the inspection of premises of consumers for release of connection by superseding completely Sales Instruction No. D-10/2007 dated 07.02.2007.

- The applicants with applied load upto 50 KW under low tension (LT) category is not required to submit any test report from licensed contractor or any self- certification signed document for the electrical installation of his premises.
- Instead of above, in the online application form under declaration by consumer, additional clause 'F' will be provided, wherein the applicant will give following declaration: -

"That the internal wiring at the premises has been got executed and tested by a Licensed Electrical Contractor/Designated Officer of the Govt. and test certificate is available with the applicant"

- While releasing the connection, concerned JE incharge is not required to do any physical inspection of the connected load or its verification.
- For the purpose of connected load, the same should be assessed through MDI reading available in the meter which should be taken while taking monthly meter reading either through manual mode or through downloading of data.
- For consumers with applied load greater than 50 KW on HT category, the inspection report of electrical installation by Chief Electrical Inspector (CEI) is mandatory. However, no test report is required to be submitted by the applicant to the SDO 'OP' or any other office and its verification by SDO 'OP'.
- For extension of load of existing HT consumers, the Chief Electrical Inspector (CEI) inspection is only required when additional transformer is installed by him otherwise no Chief Electrical Inspector (CEI) certification is required for extension of load.
- Existing HT consumers be intimated by SDO 'OP' to undertake the annual inspection from Chief Electrical Inspector (CEI) and compliance of the consumer be ensured.
- All SEs (OP) are requested to ensure vide publicity in the local newspaper/Cable TV etc.

2.9 Guidelines/Modalities for release of electric connections in Police Line Colonies/other Govt. Colonies.

Provision of individual domestic electric connections in Police Lines/Govt. Colonies/Colonies of Corporation, Boards and autonomous bodies vis-a-vis proper energy accounting (Sales Circular No.D-23/2008 Dated: 25/06/2008).

Sales Instructions No.22/2007 dated 7.5.2007 issued for release of single point connection in Police colonies/ Police lines and further vide Sales Instructions No.36/2006 dated 16.6.2006 single point connection was made mandatory in respect of colonies of various Govt. Deptts. including Boards and Corporations.

However, HERC directed the utilities to provide individual connections to the residents citing its orders dated 22.5.2001. Accordingly, the instructions issued previously are amended and applicants are allowed individual connections.

In order to control pilferage of electricity in Police Line/ Govt. colonies including colonies of Boards and Corporations, it has been decided to take following steps:

1. Provide additional 11 KV metering (check meter) at the main entrance of the gate and tap off the 11 KV line and erect distribution transformers of small capacity thereafter.
2. All Bare ACSR conductor of LT lines shall be replaced with AB cables.
3. All meters should be provided outside the premises on the main road in specially built waterproof pillar-boxes and should be properly sealed.
4. The reading in respect of all the connections and check meter should be taken simultaneously and in the event of variation in consumption of more than 5%, the difference of units should be proportionately added in the bills of all the consumers.
5. The check meter installed on entrance of the main gate should be properly checked and sealed by the M&P authorities and kept under lock and key.

The above instructions shall be applicable to both new as well as existing connections released in Police Line/ Govt. colonies including colonies of the Boards and Corporations.

2.10 Release of connection to D.S. & NDS consumers on three phase supply.

Release of connection (Sales Instruction No. 07/2017 Dated: 30/11/2017)

Presently, 11 KV industrial connections from 33 KV and above S/Stns. in Discoms are released as per the maximum demand recorded on the power transformer, feeder and distribution transformer etc.

To release the DS/NDS and other category connections upto 20 KW in order to avoid overloading on the system and damage to costly equipments, the matter has been considered and it has been decided that augmentation of transformer etc. must be taken in hand as and when, power transformer is loaded upto 70%. However, new industrial connections shall be released upto 90% loading of the transformer.

Release of connections / Replacement of defective meters of Domestic and Non-domestic consumers (Sales Circular No. D-11/2011 Dated : 4/4/2011).

Please refer to Sales Circular No. D-36/2005 dated 6/12/2005, Sales Instruction No. 2/2006 dated 6/1/2006 & Sales Instruction 32/2006 dated 28/4/2006 vide which instruction was issued for releasing new DS & NDS connections on three phase supply only to those applicants who apply for 10 K.W. or more load.

In compliance to the order passed by the Haryana Electricity Regulatory Commission on September 13, 2010 on tariff for Distribution and Retail Supply of Electricity, the matter has been reviewed by the Nigam and it has been decided to withdraw Sales circular No. D-36/2005, Sales Instruction No. 2/2006 & 32/2006 w.e.f. 1/10/2010. Further it has been decided that for new connections of DS & NDS including replacement of defective / damaged meters of the existing consumers meters shall be provided as per below.

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 upto 20 KW	Three Phase Meter with MDI facility
4	Above 20 KW (except Saw Mills, Ice	LT-CT Meter

	<p>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).</p>	
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2.11 Release of temporary connection

Recording of MDI reading for temporary connections without exception (Sales Instruction No. 15/2015 Dated: 8/9/2015).

It has been brought to the notice of the Management that MDI readings to detect extension in load especially in case of temporary connections are not being recorded by the field offices. During test checking got carried out by Enforcement wing it has been observed that there is large scale concealment of load in temporary connections resulting into loss of huge revenue of DHBVN. This situation could have been averted had the MDI reading been taken by the meter reading agency.

As such it has now been decided that all SEs (Op) shall ensure that henceforth MDI readings for all the temporary connections are recorded by the respective Meter Reading Agency without any exception. The MDI of all the temporary connections, particularly in Gurgaon & Faridabad Circle be got checked within 15 days and for all other circles within 10 days.

Release of temporary connection – amendments (Sales Circular No.D-28/2006 Dated: 6/7/2006).

Detailed procedure for release of temporary connection has been laid down under Sales Manual instructions No.1.33 and instruction No.1.34.

The matter has been considered further and Nigam has decided that as and when the temporary connection is applied for construction purpose, the applicant may be asked to provide total estimated future load requirement (i.e. after completion of construction and full occupancy of the building). An extra information sheet is to be attached with A&A form for DS/NDS/other category so that future infrastructure requirement may be planned accordingly.

It has also been noticed that in urban areas, temporary connections are being released without asking for sanctioned building plan. Often this leads to a situation where encroachers are able to make buildings on government and local bodies' lands. The matter has been examined and it is hereby directed that in case of urban areas, the sanctioned building plan shall have to be produced before release of temporary connection.

The additional information to be annexure with the A&A form for temporary connection are attached herewith.

Other terms & condition of SMI 1.33 & 1.34 shall remain unchanged.

2.12 Release of tubewell connections and its Guidelines

Release of tubewell connection- Deposition of consent money (Sales Circular No. D-08/2022 Dated: 17/03/2022).

In order to give another opportunity to all those farmers/applicants who applied for new tubewell connection during the period 01.01.2014 to 31.12.2018 but could have not been considered in Phase-I & Phase-II of release of tubewell connections because of non-compliance of demand notice, the State Govt. has considered the matter again and has decided as under:

- All such applicants who could not have been considered under first and second phase shall be given one more opportunity by serving them written notices for deposition of consent money @ Rs.30,000/- within a period of three months.
- Those applicants who will submit Rs.30,000/- in compliance of the same shall be considered for release of tubewell connection in the ongoing second phase.

2. Accordingly, written notices shall be issued within 15 days of issue of the Sales Circular to all the eligible applicants as mentioned above through registered post for deposition of Rs.30,000/- as consent money within a period of three months from the date of issue of written notice that shall be adjusted later on in the cost of infrastructure.

3. All other terms & conditions for release of tubewell connections shall remain applicable as per Sales Circular No. D-28/2021, D-38/2021 and D-40/2021.

Release of new tubewell connections with micro irrigation system/UGPL- Amendment thereof (Sales Circular No. D-40/2021 Dated: 22.09.2021).

Please refer to Sales Circular No.D-28/2021 and D-36/2021 notifying that for releasing new tubewell connections in the non-notified areas and notified areas, the farmers shall be required to install Micro Irrigation System where water table is below 30 meters and 100 ft. respectively.

1. This difference of benchmark for installation of MI system has been reconsidered and in order to sync both of them, it has been decided that installation of Micro Irrigation System shall be the pre condition in the blocks (notified as well as non-notified) having water table below 100 feet for release of tubewell connections:-

2. Accordingly, for release of new tubewell connections, it is clarified that:-
i. For areas where water table is below 100 ft. from ground surface, Micro

Irrigation Systems shall be a pre-requisite condition for release of new tubewell connections.

- ii. For areas where water table is available upto 100 ft. from ground surface, applicant/farmer shall have option of installation of Under Ground Pipeline System or Micro Irrigation Systems for release of new tubewell connections.

The other terms and conditions mentioned in Sales Circular D-28/2021 and D-36/2021 shall remain unchanged.

Release of new tubewell connections with Non-smart electronic meters(Sales Circular No. D- 38/2021Dated: 22.09.2021).

As per the guidelines as notified vide Sales Circular No. D-28/2021 dated 30.07.2021 new tubewell connections are to be released with smart meters.

3. However, owing to the unavailability of smart meters in the present time, the State Govt. has re-considered the matter and has decided to release the new tubewell connections under Phase-I & II with Non-smart electronic meters.

4. In compliance to the said decision, clause G (2) of Sales Circular D-28/2021 is hereby amended as under:-

"Metering will be done through Non-smart electronic meter and cost of the meter shall be charged from the farmers/applicants. Cable from transformer to meter shall be provided by the Nigam whereas farmer will be responsible for providing the cable from meter to motor."

(Sales Circular D-28/2021 stands amended to the above extent only.)

Release of tubewell connection in the notified areas (Sales Circular No. D-36/2021 Dated: 03.09.2021).

Please refer to S.C. No. D-26/2021 dated 15.07.2021 vide which Nigam opened the release of new agriculture tubewell connection along with extension of load/RCO/shifting of connection in the notified area pursuant to Central Ground Water Authority notification no. S.O. 3289(E) dated 24.09.2020.

2. Resultantly, all new tubewell applications applied upto 31.12.2018 in the

notified area shall now be considered for release. Besides this, all such applications those have been cancelled by the sub-divisions at the initial stage on the pretext of notified area shall also be given equal opportunity by reviving them by the SE(OP) concerned. The activity of reviving tubewell applications shall be completed by 20.09.2021.

3. Thereafter, on 21.09.2021 demand notices, in one go, shall be issued to all the eligible applicants seeking new tubewell connections in the notified area as detailed above through registered post for deposition of Rs. 30,000/- as consent money that shall be adjusted later on in the cost of infrastructure.
4. The new tubewell connections in the notified areas shall be released subject to the following mandatory conditions:-
 - i. The farmer will adopt micro irrigation mandatorily if depth of tubewell exceeds 100ft.
 - ii. No connection greater than 35 BHP shall be released.
5. Extension of load, RCO and shifting of connection in the notified areas shall also be permitted subject to same stipulation as mentioned at Sr. No. (i) & (ii).
6. All the aforementioned eligible new tubewell connections in the notified area shall be released in the second phase of release of tubewell connections as per the detailed guidelines mentioned in Sales Circular No. D-28/2021 dated 30.07.2021 except the installation of MI system and maximum capacity of tubewell connection shall be dealt as per Para 4 above.
7. It might be the case that the applicants may now be requiring higher capacity of motor-pumpset than that was initially applied for. Here, it is clarified that such requests for EoL/RoL shall be considered by the sub-divisions. The details of EoL/RoL shall be provided to SE/IT, DHBVN on email id seit@dhbvn.org.in for updating the BHP on the portal in the below format:-

Sr. No.	Application No.	New application No.	Old BHP	New BHP	Amount deposited for extension (PC + ACD)	BA-16 No. & date
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In such cases, the additional amount of application processing fee and ACD shall be deposited manually.

8. It is also clarified that there is no bar for receiving fresh tubewell applications in the notified areas.

(This also supersedes Sales circular No. D-26/2021).

Not releasing Grid Connected Tubewell connections if an Off Grid Solar Powered Tubewell connections exist (Sales Circular No. D-31/2021 Dated: 20.08.2021).

As you may all are aware that Department of NRE & HAREDA, Haryana has also been releasing Off Grid Solar Powered New Tubewell Connections in the State at highly subsidized rates. And, DHBVN has also undertaken to release new tubewell connections applied upto 31.12.2018.

2. As, there is no sharing of information at the time of application between both said departments, therefore, there might be a possibility that the farmers may avail the benefit of subsidized solar connection from Department of NRE & HAREDA and also seek new grid connected tubewell connection from the Nigam.

3. It is, therefore, clarified that Grid connected new tubewell connection cannot be released on the same site if the applicant has installed an Off Grid Solar tubewell Connection.

4. Further, in case, some applicants have obtained both types of tubewell connections (i.e., Grid Connected as well as Solar Powered Off Grid) at the same site, a notice shall immediately be served to disconnect their Grid Connected tubewell connections and action be taken against the existing ones latest by 31.08.2021.

Release of new tubewell connections with 3 Star (earlier 5 Star energy efficient motor-pumpsets (Sales Circular No. D-28/2021 Dated: 30.07.2021).

Please refer to Sales Circular No. D-13/2021 dated 05.05.2021 vide which detailed revised guidelines for release of new tubewell connections were notified by the Nigam.

Because of change in BEE star rating norms for agriculture pumpsets and time required for availability of entire range of 5 star rating pumpsets in the open market, State Govt. has reconsidered the matter and has revised the guidelines for release of tubewell connections which are detailed as under: -

A. Eligibility

The tubewell applicants/farmers who have applied during 01.01.2014 to 31.12.2018 upto 50 BHP and have already deposited the consent money @ Rs.30, 000/- shall be eligible to release new tubewell connections as per the revised guidelines detailed as under:

B. 3 Star Rated (5 star before 01.02.2020) Energy Efficient Motor Pumpsets

1. All such pending tubewell connections covered in Sr. No. A shall be allowed to be released with 3 Star rating (5 star before 01.02.2020) submersible motor pumpsets.
2. The applicant/farmer shall procure their 3 Star (earlier 5 star) submersible motor-pumpset directly through the designated dealers of M/s Oswal Pumps Ltd, NH-1, kutail Road, PO Kutail, Madhuban, Karnal that has been empanelled by the Nigam for this purpose. The list of designated dealers is attached herewith as Annexure-I.
3. The maximum selling price including design, manufacture, site survey, supply, erection, installation, commissioning and testing (with 5 year warranty) of BEE 3 star rated submersible pumpsets that would cost to the applicants/farmers by M/s Oswal Pumps Ltd., Karnal is given as under: -

Name of Firm	Rating	All inclusive FOR destination FIRM rate (inclusive F&I, GST etc. (in Rs/Unit.)
M/s Oswal Pumps Ltd, NH-1,kutail Road, PO Kutail, Madhuban, Karnal <u>accounts_oswalpumps@yahoo.com</u> <u>gmtech@oswalpumps.com</u> <u>azad.singh@oswalpumps.com</u>	3HP	20600
	5HP	24400
	7.5HP	29100
	10HP	32800
	12.5HP	36100
	15HP	43300
	17.5HP	43400
	20HP	50700
	25HP	57200
	30HP	64500

Note: Copy of EoI No. 07/UH/XEN/P-II/MM/2020-21 circulated by the O/o CE/MM vide memo No. Ch-6/XEN/MM/EoI-07 dated 26.02.2021 is also enclosed as Annexure-II for ready reference.

4. In addition to the option of buying pumpset from the Nigam empanelled vendor i.e., M/s Oswal Pumps Ltd., Karnal, the applicant/farmer shall also have the option to procure their BEE certified 3 Star (earlier 5 star) submersible motor-pumpset upto 50 BHP from the designated dealers of the following firms:-

Sr. No.	Name of firm	E-mail ID
1	M/s La-Gajjar machineries Pvt. Ltd	crm@lgmindia.com
2	M/s C.R.I. Pumps Pvt. Ltd.	harish@cripumps.com
3	M/s Duke Plasto Technique Pvt. Ltd.	parth@dukeplasto.com
4	M/s Aquasub Engineering.	marketing@aquagroup.com
5	M/s Lubi Industries LLP	adalwadi@lubipumps.com
6	M/s Singla Motor Pvt. Ltd., Karnal (MSME)	contact@singla.co.in
7	M/s Anil Pumps Pvt. Ltd., Karnal (MSE)	anilpumpsknl@gmail.com

5. However, if the farmer/applicant opts to procure his/her 3 star rated motor-pumpset from the aforementioned additional 7 firms, the motor-pumpset shall be provided as per the Terms and Conditions of EoI No. 07/UH/XEN/P-II/MM/2020-21 (with 5 years warranty) at par with M/s Oswal Pumps Ltd., except rates. The aforementioned additional 7 firms may sell their 3 star rated motor-pumpsets at rates mutually decided between the farmers and the firms themselves. The additional 7 firms are just to be abide by the terms and conditions of the empanelment that covers 5 years warranty, PBG and inspection procedure, same scope of work etc.
6. The supplied motor-pumpsets shall be strictly in accordance to the approved specification of the Nigam with 5 years warranty. However, the warranty clause shall be executed between the dealer/firm and the applicant/farmer directly.
7. Before dispatch of the motor-pumpsets to the authorized dealers, the manufacturing firm shall offer the material for factory inspection in lot of 100 Nos. (min.) which shall be duly inspected by the authorized inspection team of the Nigam so as to ensure quality.
8. The applicant/farmer shall deposit the copy of bill and warranty card in the concerned Sub-Divisional offices which shall be duly cross verified from the manufacturing firm by the SDOs (OP) concerned by making communication to their email ids mentioned above. Tubewell connection can only be released after authentication of the required energy standard viz 3 star rating (earlier 5 Star) from the said manufacturing firm and verification that supplied motor-pumpset stands inspected by the Nigam from the dispatch instructions issued by the MM wing that can be obtained from the manufacturing firm or from the MM wing of the Nigam.
9. Here relaxation is given to all those farmers/applicants who may have procured 3 Star rated motor-pumpsets from the other 7 firms in accordance to Sales Circular No. D-13/2021 before the notification of ibid sales circular which may not have been supplied as per Terms & Conditions fixed with M/s Oswal Pumps Ltd., Karnal. Such, 3 star rated motor-pumpset shall also be considered for releasing new tubewell connections.

C. MonoblockPumpsets

The eligible applicants requiring monoblockpumpsets having motor capacity upto 10 BHP will be allowed to procure the same with minimum 2 Star rating as on 01.02.2020 (earlier 4 star) from any firm of their choice as per the current practice. SDO 'OP'/JE

'OP' shall further ensure the genuineness of the bill and star rating of the motor pumpset procured and installed by the applicant/farmer.

D. Cost of Electrical Infrastructure

All AP supply connections shall be released as per HERC Regulation No. HERC/34/2016 dated 11.07.16 on Duty to Supply Electricity on request, Power to recover expenditure in providing supply and power to require security Regulation, 2016 and 1st amendment, 2020 circulated vide Sales Circular No. D-12/2020 and the expenditure shall be recovered as under: -

"Actual expenditure to be incurred for release of connection which shall include cost of LT/HT line and that of distribution transformer. In case more than one consumers are released connections from the same transformer, the cost of distribution transformer shall be shared on prorata basis corresponding to the load of each consumer."

It shall be ensured by the XENs (OP) that estimates of electrical infrastructure of all the eligible applicants stands prepared by the sub-divisions under their control. The applicants shall be allowed to deposit the infrastructure cost as per the aforementioned provision of HERC Supply Code Regulations.

E. Micro Irrigation/Under Ground Pipeline System

On account of excessive exploitation of ground water and huge burden of RE subsidy, the condition of installation of Micro Irrigation/Under Ground Pipeline System shall continue to be remained mandatory as under:-

- i. Where water table is available upto a depth of 30 meter from ground surface, there would be no requirement to install Micro Irrigation System for release of tubewell connections. However, in place of this, applicants shall be required to install Under Ground pipeline System from tubewell to the fields to save evaporation loss. Self certification from applicant for installation of UGPL system shall suffice that shall be cross verified by the Area incharge before release of tubewell connections. The list of blocks where water table is available upto a depth of 30 meter is attached herewith as Annexure-III.
- ii. Where water table is below 30 meter of depth, installation of Micro Irrigation System shall be a pre-requisite condition for release of tubewell connections. For this purpose, farmer/applicant can install any type of Micro Irrigation System for example Sprinkler

irrigation system, Drip irrigation system and/or Mini Sprinkler irrigation system. The list of blocks where water table is available below depth of 30 meter is attached herewith as Annexure-IV.

It may be the case that applicant has already having MI system installed in his/her fields. For authentication of installation of MI system, a certificate from the department of MICADA shall be mandatory. However, for convenience of the farmers/applicants in obtaining certificate from the department of MICADA, the Sub-divisional officer shall co-ordinate with MICADA for obtaining the certificate. SDO (OP) shall obtain additional details from the farmer/applicant about his/her fields where new tubewell connection is proposed and MI system is mandatory by writing to him/her immediately as per Annexure-V. Thereafter, all such details shall be punched by the SDO (OP) office on a exclusive web-page that shall be made available on Nigam's portal shortly. This web-page shall be integrated with the department of MICADA, where they shall issue online certificates after verification.

State Govt. is also providing subsidy through the department of MICADA for installation of Micro Irrigation systems. Therefore, where MI system is yet to be installed by the farmer/applicant, both erection of infrastructure and process for release of MI subsidy through MICADA will be taken up simultaneously in order to keep the average time for release of connection to bare minimum.

- iii. The condition of Micro Irrigation System and Underground Pipeline System as detailed above shall be mandatory for release of new connections as well for extension of load applications. However, for shifting of tubewell connections, consumer may not be insisted to install MI or UGPL system.

F. Seniority

1. In order to expedite the release of pending tubewell connections, village wise connections shall be released in one go as it would aid in faster erection of electrical infrastructure from village to village. Accordingly, all SDO Op will ensure that village wise seniority is maintained in the Sub Divn.
2. The village wise seniority for release of tubewell connections, will be further sub-divided as per following classifications :-
 - a) In case where spare capacity is available on the existing transformer and only cable upto 20 mtr is required.

- b) In case where spare capacity is available on the existing transformer and only LT line is required.
 - c) In case where spare capacity is not available on the existing transformer and augmentation of the T/F is required with a cable upto 20 mtr.
 - d) Augmentation of existing T/F & erection of LT Line.
 - e) Providing additional T/F with erection of HT/LT line.
3. In case two candidates have the same date of application and same date of depositing the estimated cost then the applicant depositing first shall be senior.
 4. Tubewell connections of motor pumpsets having capacity upto 35 BHP shall be prioritized.

G. Other Guidelines

1. The 4751 nos. tubewell applicants who had only deposited the estimated cost of electrical infrastructure without depositing motor-pumpset cost would be considered for releasing connection only after receipt of motors-pumpset from M/s Duke Plasto for which MoU stands signed with the said firm. The detailed guidelines has already been conveyed vide this office memo No Ch-07/SE/C-94/04-Vol.-V dated 12.03.2021.
2. Metering will be done through smart meters which will be provided by the Nigam at its own cost. Cable from T/F to meter shall be provided by the Nigam whereas, farmer will be responsible for providing the cable from meter to motor.
3. Control Panel/Starter and LT capacitors will be provided by the farmers at his own cost.
4. Maximum length of LT line emanating from the transformer for release of tubewell connection shall be 300 meters (upto 5 poles) i.e. no LT line shall exceed 300 meters.
5. Distribution Transformer up to 100 KVA capacity only shall be allowed with maximum loading of 80% of its capacity. Existing Transformer can also be augmented as per requirement while releasing the connection.
6. The span of HT/LT line is to be taken as 70 meters. The ACSR conductor to be used shall be of size 50 mm².
7. Connection will be released from nearest LT/HT/Transformer irrespective of jurisdiction of sub-division and application shall be transferred to the sub-division under jurisdiction of which the transformer falls after release of connection.

8. In case motor goes defective, the farmer will be responsible for taking out the motor and transporting it to the firm's/dealer workshop. However, installation/lowering of replaced/repaired pumpset shall be the responsibility of the firm.
9. In case any applicant seeks extension of load/reduction of load before release of connection, he/she shall be required to procure higher capacity/lower capacity motor (as per extended/reduced load).
10. It shall also be ensured by the SDO 'OP' concerned that the new tubewell applicant is not in default of any kind of dues with the Nigam.
11. All new tubewell connections shall be metered and shall be released on AP feeder only.
12. In case of demise of original AP applicants before release of connection, the connection can be released to his legal heir.
13. Checking of Agriculture connections of existing consumers in 36 dark zones/Notified areas will be carried out on random basis from time to time to ascertain whether the consumers have installed motors of higher capacity than the sanctioned one. If same is found then consequential action as per instructions of Nigam shall be taken.

H. Payment of interest (Sales Circular No. D-22/2020)

The Nigam is earnestly releasing tubewell connections to the eligible consumers who have deposited the entire required amount. The amount deposited by the farmers for new tubewell connections i.e. Cost of Motor-pumpsets and cost of electrical infrastructure amount to a good sum of money. As such, applicants/farmers are making representations to pay interest in case their connections are delayed.

A. This matter has been considered by the Nigam and it has been decided to pay interest on the amount deposited by new tubewell applicants against Consent Money, Cost of Motor-pumpsets and amount towards electrical infrastructure if the connections are not released within six months as under:-

- i. Interest shall be given at the rate applicable on ACD on the cost deposited by the new tubewell applicants against Consent Money, Cost of Motor-pumpsets and amount towards electrical infrastructure.
 - ii. The interest shall become due as detailed below :-
- | | | |
|--------------------------|---|--|
| (a) Consent money | - | From the date of deposition. |
| (b) Motor pumpset cost * | - | After six months from the date of deposition of infrastructure cost. |

(c) Cost for infrastructure * - After six months from the date of (Estimated cost minus Consent money). deposition of infrastructure cost.

* *If connection is not released within six months (from the date of deposition of infrastructure cost) due to reasons not attributable to the farmers/applicants.*

Resultantly, the primary conditions for release of tubewell connections, in brief, shall be as follows:-

- (i) In second phase, applicants who have deposited consent money i.e., Rs. 30,000 in compliance to demand notices in 2019.
- (ii) Connections only upto 50BHP shall be released with priority to 35 BHP connections. However, in notified areas, connections upto 35 BHP can only be released subject to the terms and conditions mentioned in Sales Circular No. D-26/2021.
- (iii) Connections shall only be released with 3 star (earlier 5 star) submersible motor-pumpsets.
- (iv) No MI system is required where water table is upto 30 meters from ground surface. In such case UGPL system shall be mandatory.
- (v) For areas having ground water level below 30 mtrs, MI means either sprinkler irrigation or drip irrigation or mini sprinkler system shall be mandatory.
- (vi) Applicant can procure monoblock-motors with minimum 2 star (earlier 04 star) rating from Open market for a capacity upto 10BHP.

Note:- Henceforth, no new tubewell application beyond 30 BHP shall be accepted. Necessary changes shall also be made in the online application portal of the Nigam.

(Sales Circular No. D-13/2021 and D-21/2021 are hereby superseded).

Requirement of minimum agriculture land for release of tubewell connection and change of name of applicant before release of connection in AP category (Sales Circular No. D- 22/2021Dated: 28.06.2021).

Please refer to Sales Instruction No. 4/2015 dated 31.03.2015 containing necessary instructions regarding minimum agriculture land holding for release of tubewell connection followed by Sales Instruction No. 7/2016 dated 13.07.2016, on the subject.

The matter has been reviewed and it has been decided as under:-

1. The condition of requirement of minimum 2 acres land for AP non priority and 1 acre land for priority category (SC/Handicap/disabled category) connection will not be applicable.
2. In case of demise of original AP applicant before release of connection, the connection can be released to his legal heirs on the same terms and conditions as applicable on the released connections.

(The Sales Instruction No. 4/2015 & 7/2016 stands superseded).

Clarification regarding adjustment of cost of existing Transformer in the estimate for release of new tubewell connection (Sales Circular No. D-39/2019Dated: 23/12/2019).

Please refer to Annexure-I of Sales Circular No. D-23/2016 dated 30/08/2016 vide which it has been notified that the applicant shall deposit the following cost of electrical infrastructure i.e. estimated cost for release of tubewell connection as per HERC Regulation No. HERC/34/2016 dated 11.07.16 on Duty to Supply Electricity on request, Power to recover expenditure in providing supply and power to require Security Regulation, 2016.

"Actual expenditure to be incurred for release of connection which shall include cost of LT/ HT line and that of distribution transformer. In case more than one consumers are released connections from the same transformer, the cost of distribution transformer shall be shared on prorate basis corresponding to the load of each consumer"

Keeping in view the representations received from the field regarding adjustment of the cost of existing 25/63 KVA T/F in case of augmentation with new 63/100 KVA T/F at the time of release of connection or not.

The matter has been considered by the management and decided as under:

The cost of augmentation of transformer to be borne by the prospective AP consumer shall be the per BHP cost derived as below: -

$$\text{KVA} \times 0.8 (\text{PF}) \times 0.8 (\text{Loading factor}) / 0.746.$$

$$63 \times 0.8 \times 0.8 / 0.746 = 54 \text{ BHP}$$

However, cost of all other material will remain same as per previous trend shall be borne by the prospective AP consumer only.

As the existing tubewell consumer (irrespective of his load i.e. 10 BHP, 15 BHP, 20 BHP) on 10/16/25 KVA transformer has already paid the relevant charges for release of

tubewell connection prevailing at that time and the 10/16/25 KVA transformer has to be augmented to 63 KVA transformer to release another 20 BHP new tubewell connection.

Suppose, the estimated cost of augmentation of 25 KVA transformer with 63 KVA (taking 0 value of the 25 KVA transformer) is Rs.60,000/-.

As the existing consumer has already paid the charges so the proportionate cost for 20 BHP new connection comes to be =60,000 divided by 54 i.e the maximum capacity of load that can be released on 63 KVA Transformer and multiplied by 20 = Rs. 22222.22 say Rs. 22223/- ($60000 \times 20 / 54$).

Similarly, suppose, there are 2 No. existing tubewell connections having on existing 63 KVA transformer and the transformer is to be augmented to 100 KVA to release another 25 BHP new connection.

Suppose, the estimated cost of augmentation of 63 KVA transformer with 100 KVA (taking 0 value of the 63 KVA transformer) is Rs. 100,000/-.

As the existing consumers have already paid the charges so the proportionate cost for 25 BHP new connection comes to be = 100000 divided by 86 i.e. the maximum capacity for released load on 100 KVA Transformer ($100000 \times 25 / 86$). Rs. 29069.76 say Rs. 29070/-.

The dismantled transformer shall not be handed over to the consumer in case the same is installed even under Self-Execution scheme.

For accounting purpose, the estimate of new consumer will remain special instead of deposit estimate as difference of cost (i.e. actual cost minus share cost deposited by the consumer) shall be borne by the Nigam. The procedure for accounting of expenditure is as under:

1. The assets of new transformer will be made with full cost of new augmented transformer.
2. The share cost of transformer deposited by consumer shall be considered as consumer contribution in GH-47.
3. The remaining value (Total cost - cost deposited by consumer) shall be borne by the Nigam till the balance load is utilized either in release of new connection or extension of load by the existing consumers on the said augmented transformer.

Shifting of tubewell connections of Agriculture Pumping Supply (Sales Circular No. D-47/2014Dated: 3/12/2014).

Please refer to SC No. D-32/2001 vide which Nigam has allowed the shifting of T/Well connections on account of salinity of water, failure of bore or for any other reason anywhere in the jurisdiction of DHBVN subject to the conditions as under:-

- 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 well.
- 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 land which may be situated anywhere in the DHBVN jurisdiction, should be in the same name in which the original tubewell connection exists and the same will be allowed without any change in name.
- iv) 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.
- v) The consumer shall not be a defaulter on account of payment of any electricity bill.

The matter has further been reviewed vide SC NO. D-11/2010 in the light of revised Rehabilitation and Resettlement Policy 2010 of Haryana Govt. and decided that shifting of tubewell connection would be done subject to the fulfillment of following conditions:-

- 1) Proof indicating acquisition of land by HUDA or other State agencies.
- 2) The connection at the changed / new location will be released / shifted on HT from Rural AP Feeder and will be metered supply.
- 3) 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.
- 4) New A&A form is to be submitted.
- 5) Certificate to the effect that all pending dues are cleared irrespective of the fact that connection is connected or disconnected.
- 6) 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.

- 7) 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.
- 8) Alternate connection would be provided within a period of three months of the application of the land owner.

Now, matter has been reviewed and decided that shifting of tubewell connection would be done subject to the above conditions and entire cost of shifting would be born by the applicant as under:-

1. In case existing T/well running on individual T/F irrespective of fact that such connection has been released under self execution scheme or Departmentally can be shifted to other location by providing existing T/F at new location after depositing following charges:-
 - (i) Deposit estimate (cost of new HT spans to be erected for feeding the consumer at new location, if any and dismantlement & erection of Pole mounting S/Stn.& HT line exclusively feeding the said consumer etc).
2. In case of existing T/Well on LT supply is to be shifted to other location then the following charges shall be deposited :-
 - a. Shifting on LT on same or another T/F (having spare capacity) then cost of deposit estimate shall be deposited. Proposed LT line should not exceed the length of 900 feet from the T/F.
 - b. Shifting on LT of another T/F where spare capacity is not available & Augmentation is required then estimated cost (erection, dismantlement, cost of new LT span & incremental cost of T/F capacity etc) Proposed LT line should not exceed the length of 900 feet from the T/F.
 - c. If case not covered under a & b i.e. where new T/F is required for feeding the T/well connection at new location then consumer shall deposit the cost of deposit estimate (dismantlement of redundant LT span, if any, cost of new HT line, Pole mounting S/Stn.& distribution T/F etc).

For HT cases consumer can opt for self execution scheme for shifting of H.T. tubewell connections as per terms & conditions stipulated under SI No. 10/2013.

(Sales Circular No.D-32/2001, D-11/2010, D-36/2014 and SMI No. 2.1 are amended to this extent only).

Shifting of tubewell connections of Agriculture Pumping Supply (Sales Circular No. D 36/2014 Dated: 3/9/2014).

Please refer to Sales Circular No. D-1/2012 vide which shifting of connected tubewell connection on LT line was allowed subject to the following conditions:-

- 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 Sales Circular No. D-23/2002.

The matter has been reviewed by the management and it has been decided as under:-

- ii. The existing connection should be on LT supply.
- iii. Shifting be allowed from one T/F to another T/F also.
- iv. In case augmentation of T/F is required then incremental cost of additional capacity shall be borne by the consumer.
- v. Proposed LT line should not exceed the length of 900 feet from the new T/F.
- vi. Shifting charges shall be recovered as under:-
 1. Rs 10,000/- for cable connection only.
 2. Rs 12,500/- for additional or new span (both for LT/HT span).
 3. Credit for Rs 1000/- for every LT/HT span (which is being dismantled) shall be given.

The copy of such sanctioned estimate alongwith bill of material and sketch of site should be supplied to Divisional/Central store and a copy of the same should also be attached with SJO for proper monitoring of material used at site.

Replacement of Distribution T/F installed under Self Financing /HVDS in case of theft (Sales Circular No. D-21/2014Dated: 21/4/2014).

Please refer to Sales Circular No. D-18/2013 dated 14/5/2013 vide which, the management has decided, in view of the Minutes of Meeting held on dated 08.04.2013 under the Chairmanship of APSCM, GoH, that the transformer 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 of transformer and vide Sales Circular No. D-17/2010 dated 23/12/2010, CE (OP) was authorized to

approve the replacement of T/F after confirming that FIR has been lodged and 20 % of the cost of transformer has been deposited. It is also clarified that 20% cost is to be born by the consumer in case of theft of T/F irrespective of the fact whether T/F was installed through turnkey / departmentally / self execution respectively.

Now, the matter has been reviewed and decided that concerned SE (OP) will approve the replacement of transformer in case of theft after confirming that the FIR has been lodged and 20% of the cost of transformer has been deposited instead of CE (OP).

Additional directions pertaining to Agricultural Tubewell category and Bulk Supply category (Sales Circular No. D-31/2013Dated: 2/7/2013).

Please refer to the Schedule of Tariff for FY-2013-2014 issued by Hon'ble Commission vide its Order dated 20/6/2013 in which some additional notes are given under the subject cited categories which are reproduced as under:-

1. Agricultural Tubewell / Lift Irrigation / Mitec Supply

- (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.

2. BULK SUPPLY

- 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.

All related Sales Circulars / Instructions may be treated as amended to the above extent please.

Replacement of Distribution T/F installed under Self Financing /HVDS in case of theft (Sales Circular No. 18/2013dated: 14/5/2013).

Please refer to Sales Circular No.D-22/2012 dated 2/8/2012 & Sales Instruction No. 8/2012 dated 2/11/2012 wherein it was decided that '20% of the cost of distribution T/F as worked out at the time of the HVDS/Self financing be deposited by the concerned consumer in case of theft of distribution T/F before it is replaced by the distribution utility' and clarified that 20% cost of distribution transformer is also recoverable from the consumers of T/well connections released by turn-key contractors / departmentally in case of the stolen T/Fs.

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.

Applicability of tariff for supply to Tubewell within Municipal Limits (Sales Circular No. D-15/2012 Dated: 24/7/2012).

Please refer to Sales Instruction No. 27/2007 vide which it was decided that the tariff applicable to the Tubewell installed within the limit of Municipal Committee / Council / Corporation shall be as per its purpose of use.

The matter has been reviewed and decided that 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.

Shifting of tubewell connection from one site to another in the event of acquisition of land by HUDA or other state agencies (Sales Circular No. D- 11/2010Dated: 24/11/2010).

Please refer to the Sale Circular No. D-2/2010 dated 28.04.2010 vide which it was decided to allow shifting of tubewell connection from one site to another in the event of acquisition of land under land acquisition Act 1894 by State Govt. or Central Govt. for Public purpose / interest. The matter has been reviewed in the light of revised Rehabilitation and Resettlement Policy 2010 of Haryana Govt. and decided that shifting of tubewell connection would be done subject to the fulfillment of following conditions.

- 1) Proof indicating acquisition of land by HUDA or other State agencies.
- 2) The connection at the changed / new location will be released / shifted on HT from Rural AP Feeder and will be metered supply.
- 3) 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.
- 4) New A&A form is to be submitted.

- 5) Certificate to the effect that all pending dues are cleared irrespective of the fact that connection is connected or disconnected.
- 6) 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.
- 7) 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.
- 8) Alternate connection would be provided within a period of three months of the application of the land owner.

Release of AP connection at right Murba/Killa number (Sales Instructions No. 46/2007)
Dated: 6/11/2007

As per existing instructions of the Nigam, the consumers are submitting copy of Fard at the time of application of tube-well connection indicating the Murba/Killa number; where, the connection is to be released. Instances have come to the notice; where the connection had been released in other Murba/Killa number than what is mentioned in the Fard.

To curb such type of practice, it has been decided by the Nigam that the Feeder Incharge shall associate with Patwari of concerned area at the time of preparing the estimate and a certificate shall be taken from the Patwari in lieu that the applicant has shown the correct Murba/Killa number to the Feeder Manager to avoid disputes of such at a later stage.

Applicability of tariff for supply to Tubewell within Municipal Limits (Sales Instruction No. 27/2007 Dated :-28/5/2007).

This is in supersession of Sales Circular no.15/2007 dated 7.3.2007, wherein it was instructed that NDS tariff shall be applicable to the tube-wells installed within the limit of Municipal Committee/ Council/Corporation instead of AP tariff to the existing tubewells as well as prospective Tubewell connection with immediate effect.

Nigam has further reviewed the ibid circular keeping in view the feedback from the field offices and the general public and decided that 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/ Aksshajra 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 "GairMumkin" 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.

(This shall be applicable both for existing and prospective Tubewell connections with immediate effect).

Metering on Agriculture Power Tubewell connections (SALES INSTRUCTION No.22/2006 Dated : 7.4.2006).

It has been observed that energy meters installed on higher capacity motors burn frequently due to high value of inrush currents.

To over come above problem, Nigam has decided to provide CT operated energy meters on all tubewell connections having load 25 BHP or more on all existing as well as new tubewell connections.

The Nigam has further decided to install appropriate capacity of LT capacitors and MCCB of appropriate capacity on the distribution transformer itself in respect of each AP consumer. The consumer meter will also be installed on the distribution transformer by providing MS meter Cup Board instead of in the tubewell Kotha. These instructions shall be

applicable only for those AP consumers who have either independent distribution transformer or maximum two number consumers are feed from same transformer.

Release of tube well connections under Agriculture Pumping supply category to Gaushalas (SALES CIRCULAR No. D-24/2005Dated: 10-11-2005).

Detailed instructions for giving out of turn priority for release of tube well connections under Agriculture Pumping Supply Category to Gaushalas were issued vide Sales Circular D-60/2001 dated 17/7/2001.

On representation of various Gaushalas regarding making the scheme open ended, the matter has been considered by the Nigam and it has been decided to revise the instructions as under:-

1. The connection will be given only to registered Gaushalas.
2. The Gaushala land should either be owned by the applicant or should be held by the applicant (s) Gaushalas on long lease of 25 years or more.
3. The scheme will be applicable to all the Gaushalas falling under the jurisdiction of DHBVN.
4. 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 tube well connection.
5. Such connection 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.
6. The charges as envisaged in Sales Circular D-80/01 dated 9.10.2001 shall be leviable.
7. Out of turn priority shall be given to such connection.

Replacement of Damaged Distribution Transformer supplied by tubewell owners under Tatkal Scheme- 2001 (sales circular no. D-32/2004 Dated: 27.9.2004).

Please refer to Sale Circular No.D-52/2001 dated 01.06.2001 and Sales Circular No. D-59/2001 dated 17.07.2001 regarding grant of L.T. cable, Single Pole and HT connections to the applicants for tubewell connections under Tatkal Scheme-2001..

Under this scheme, the transformer is provided by the Nigam and its cost is recovered from the consumer. The replacement & maintenance of the distribution transformer is the liability of the consumer.

Keeping in view the expenditure made by the consumer against this scheme, it has now been decided to substitute the existing clause in Sales Circular No.D-59/2001 dated 17.07.2001 i.e. "the maintenance and replacement of the transformer is the liability of the Nigam."

Reduction of load by Agriculture power category of consumers (SALES INSTRUCTION No. D- 8/2003 Dated: 21.5.2003).

The detailed instructions for sanction of reduction in load in case of AP consumers were issued vide Sales Circular No. 28/79 dated 3.9.79 and were subsequently modified vide Sales Circular No. D-42/2002 dated 10.6.02.

It has been observed that water table in the State is going down year after year. Some flat rate tubewell owners may apply for reduction in load to save on energy charges by way of installing lower capacity motor in the first instance and may install motor of higher capacity as per their actual requirement, after regularization of reduction in load.

In order to safe guard the interest of the Nigam, it has been decided that reduction in load in case of existing AP consumers (whether on metered supply or on flat rate basis) will be allowed in case the consumer submits his consent for installation of electronic meter at his tubewell. The reduction in load will be affected only after installation of electronic meter in such cases. Billing will be done on the basis of consumption recorded by the meter.

Regularization of extension in load of existing tubewell consumers (SALES CIRCULAR No: D-62/2002Dated: 26.9.2002).

Please refer to the Sales Circular No D-55/2000 issued vide memo No.Ch-83/SE/Commercial/R-16 dt: 17.11.2000, wherein it was decided that extension in load applied by existing AP tubewell consumers be allowed against a deposit of Rs. 1500/- per BHP for

metered Tubewell and Rs. 2000/- per BHP for un-metered tubewell consumers immediately after they submit their applications and agreement Forms, Test reports, Additional ACD etc. besides the above mentioned charges.

The matter has again been reviewed and it has been decided that where the consumer comes forward and applies for extension of load voluntarily, the same shall be regularized after getting non refundable one time deposit @ Rs 100/- per additional BHP in addition to the additional ACD @ Rs 30/- per BHP. The consumer will apply on A&A Form and also furnish a fresh test report of the new load. Once the consumer applies for extension, his load would deemed to be sanctioned after 3 days of the receipt of A&A Form irrespective of the availability of load on the transformer. The SDO concerned shall have to inform the consumer for sanction of their extension of load. The SDO shall be personally held responsible for not informing the consumer regarding sanctioning of load.

Once the consumer has submitted the application for extension of applied load, the checking by any agency shall not be valid in such cases. However, if the load is more than the applied load, it would attract penalty as per prevailing instructions for the load in excess of applied one.

Release of power connections to the tubewells under AP category – priorities to various categories of consumers (SALES CIRCULAR No. D-92/2001 Dated: 23.11.2001)

Please refer to Sales Circular No.80/2001 issued vide memo No.Ch-98/SE/Comm/ R-16 dt.09.10.2001 on the subject cited above. Certain queries have been received from the field offices regarding release of tubewell connections under existing priorities.

Under clause No.9 of the ibid sales circular, it has been mentioned that the priorities available to various categories of applicants shall also be applicable to the consenting applicants under this scheme. It is clarified as under.

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

1. General Category Applicants:

All the applications for supply of electric energy should immediately on their receipt in the load office be entered in to 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 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.

2. Priority Category Applicants:

The following applicants are covered under the priority category:

- a) Ex-Serviceman
 - b) Freedom Fighter
 - c) Defence personal
 - d) War-widow
 - e) Gram Panchayats

In the cases of all above categories of priority applicants, the priority is to be given upto 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. 6th one SCO should be issued only when connection under the first one is released and entered in the ledger.

3. Grant of ‘Out of Turn’ Connection:

"Out of Turn" priority for release of tubewell 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.

Schedule caste/disabled/handicapped

The 'Out of Turn' priority facility shall be available only to those persons of these categories who own a minimum of two acres of agricultural land in their own name. 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.

- a) **The below mentioned norms have been stipulated for the release of connection under this category.**

- i) **For Orthopaedically handicapped persons:**

Minimum of 40% permanent partial disability of both upper and lower limbs or 50% permanent disability of both upper and lower limbs together.

- ii) **For Blind person:**

The vision should be less than 3/60.

It is further clarified that in case of general category, no SCO is to be issued for the pending test reports after 31.03.89. No further Demand Notice is also to be issued without instructions from this office.

However, for priority cases, SCOs and Demand Notices for pending Test Reports and pending applications respectively be processed after receipt of payment etc. (as per Sales Circular D-80/2001) as clarified under para 2 & 3 above, but out of turn priority upto release of connections is available only for category 3 above.

2.13 Release of pending HT Connections in the lean period

Release of pending HT Connections in the lean period - Amendment thereof (Sales Circular No. D-44/2021 Dated 10/12/2021)

Refer to Sales circular no D-42/2021 dated 29.10.21 wherein it has been decided to release the pending HT connections of all categories up to the load of 1 MVA (2 MVA for District Gurugram and Faridabad), wherever capacity is available during the present lean period.

In the above matter, it is clarified that the above relaxation is not applicable to builders / colonizers /developers.

The Sales Circular No. D-42/2021 dated 29.10.2021 amended to the above extent only.

Release of Pending HT connections in the lean period (Sales Circular No. D-42/2021 Dated: 29.10.2021)

Keeping in view the large pendency due to system constraints, the Nigam has decided to release the pending HT connections of all categories up to the load of 1 MVA (2 MVA for District Gurugram and Faridabad), wherever capacity is available during the present lean period. The load of prospective consumer will be sanctioned by competent authority as per existing instructions. Further, in order to rule out any apprehension of overloading during peak season, an undertaking from such consumer shall be taken in the form of an affidavit that, if required, his load shall be restricted wholly or partially to avoid overloading of the system. However, it must be ensured that loading on power T/F does not exceed permissible limit allowed by Nigam under any circumstances.

It is further decided that seniority of the HT connections shall be maintained S/Stn. wise by the SDO concerned. The above facility to release the connections upto load of 1 MVA (2 MVA for District Gurugram and Faridabad) during lean period shall remain in force upto 31/03/2022.

Moreover, this relaxation shall also be applicable to extension of load cases under HT category subject to ceiling of total sanctioned load upto 1 MVA (2 MVA for District Gurugram and Faridabad).

For illustration, if the consumer having sanctioned load of 400 KVA applies for extension of another 500 KVA load then the load to be sanctioned under this scheme shall be 400+500 KVA i.e. 900 KVA. However if the consumer is having sanctioned load of 700 KVA and applies for extension of another 500 KVA then the load to be sanctioned under this scheme shall be 700+300 KVA i.e. 1000 KVA (being ceiling of 1 MVA) and similarly 2 MVA for District Gurugram and Faridabad.

The entitlement of this scheme shall be availed by the consumers/applicants once during the operational period of the scheme.

The details in respect of HT connections released under this scheme will be submitted by SE/OPs to CE/Commercial on monthly basis on the below mentioned format:-

Sr. No.	Name of applicant	A&A No. and date	New applied load/Extension of load	Loading position of existing feeding S/Stn.& feeder prior to this scheme	Loading position of feeding Stn.& feeder at the time of release of connection	Proposal of augmentation/new S/Stn./ New feeder, if any

2.14 Ease of Doing Business

Implementation of EoDB recommendations regarding release of connection within 7days/15days (Sales Circular No. D-29/2018Dated: 29/11/2018)

For the promotion of industries and investment in the state, various measures have been taken to facilitate the investors and ease of doing business. Moving further, and in line with the recommendations under business reform action plan [BRAP] 2018, the process of release of electricity connection by industries is further simplified to provide connection within 7 days/15 days as per the following guidelines: -

- i. Wherever there is no requirement of augmentation or extension of system including at the end of the applicant, the charged connection will be provided within 7 days from the date of application, provided the applicant has submitted all requisite documents and charges along with the application.
- ii. Wherever the release of connection involves laying of cable having crossing over road or any other area for which permission is required from Govt. Agencies like PWD, ULB etc, for such cases, the charged connection will be provided within 15 days from the date of application.
- iii. The metering equipment will be provided by Discoms.
- iv. In other cases, where either applicant has not submitted his intent to have immediate electricity connection or where Nigam is required to augment/create new infrastructure, in such cases, the connection will be released within 7 days/15 days of readiness of consumer or creation of infrastructure by Nigam as per above timelines.
- v. The guidelines for processing the application is given as under
 1. **Application:** - The applicant while submitting the application in online portal is also required to upload his signed intent that he is ready to take the connection along with the ownership proof and identity proof. In the intent, he has to undertake that he has installed the complete machinery, executed wiring as per regulations and has self- certification or is ready for CEI inspection, if applied voltage is above 33 KV.
 2. **Category of application:** - The applicants applying as above will be covered under "**Release of Connection - EoDB-industrial category**".

3. **Scrutiny of application & document:** - The application particulars, documents submitted by applicant will be scrutinized on the same day. For such applications wherever documents are complete and there is no requirement of augmentation/ extension of distribution system, all the charges be got deposited and seniority of the same will be maintained under "**cable connection**" which will have overriding priority.
4. **Deficiency in documents & charges:** - However, if the application particulars and ownership & identity documents are not complete and complete charges have not been deposited, the timelines will not be applicable.
5. **Feasibility study:** - For facilitating the applicants, every sub-division office shall maintain the updated status of loading of distribution network and substations. Any applicant before applying the application can also voluntarily undertook the pre-feasibility assessment of load availability in the network before applying of electricity connection.
6. For the purpose of these guidelines, the spare capacity available due to natural load flow in the network and created under normal Capex programme based on estimated load growth in various areas, will be considered for release of connection.
7. **CEI Inspection:** - Up to 33KV voltage level, no CEI inspection is required. For supply voltage greater than 33 KV, the electrical inspector will undertake the inspection on the 3rd day of application for which one day advance intimation will be given Electrical inspector and applicant. In case the consumer fails to get the inspection of installation on the designated time or after inspection it is found that his installation does not conforms to regulations, in that case, the time lines of 7 days & 15 days will not be applicable.

(a) The name of service, designated officer & Appellate Authority for this service would be as under: -

Sr . N o	Name of service	Given Time Limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority
1	Release of Connection - EoDB	7 days including CEI inspection for	XEN (OP)	SE (OP)	CE (OP)

	Industrial Category - Providing charged Electricity Connection, where no extension / augmentation of distribution system is required including at the end of the applicant.	applications above 33 KV, where no Right of way (ROW) is required and 15 days where Right of Way (ROW) is required from concerned agencies.		
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Implementation of recommendation of "Ease of Doing Business" - Self Certification (Sales Circular No. D- 44/2017Dated: 20/11/2017)

Please refer to Sales Instruction No.4/2016 dated 12/4/2016 vide which it was intimated that Govt. of Haryana i.e.

In exercise of powers conferred by clause (zka) of sub regulation (1) of regulation 2 of the Central Electricity Authority (Measures relating to safety and electric supply) regulations, 2010, has notified Voltage upto 33 KV for the purpose of Self Certification for new and existing electrical installations through chartered Electrical Safety Engineers by the owner under regulation 30 and regulation 43 of the said regulations. Further, list of the Chartered Electrical Safety Engineers was also circulated for the purpose of Self Certification of new and existing electrical installation for the voltage upto 33 KV level through Chartered Electrical Safety Engineer along with Power Department order No. 26/4/1999/2 dated 29.08.13 and 26/4/99/2 dated 29.08.13.

Now, Regulation-5 of Central Electricity Authority (Measures relating to Safety and Electric Supply) Amendment Regulations, 2015, notified vide No.CE1/1/2/2015 New Delhi, the 13th April, 2015 states as under:-

"5. Electrical Safety Officer: -

- 1) All suppliers of electricity including generating companies, transmission companies and distribution companies shall designate an Electrical Safety Officer for ensuring observance of safety measures specified under these regulations in their organization for construction, operation and maintenance of power stations, sub-stations, transmission and distribution lines.
- 2) The Electrical Safety Officer shall be an Electrical Engineering degree holder with at least five years of experience in operation and maintenance of electrical installations.

- 3) The Electrical Safety Officer designated under sub-regulation (1), shall carry out periodic tests as per the relevant standards and inspection of such installations for ensuring observance of safety measures specified under these regulations at intervals not exceeding one year, and keep a record thereof in Form I or Form II or Form III, as the case may be, of Schedule IV and test reports, and also keep a register of recommended safety requirements duly acknowledged by the owner with date and compliances thereafter; and such records shall be made available to the Electrical Inspector as and when required.
- 4) for every electrical installation including factory registered under the Factories Act, 1948(63 of 1948) and mines and oil field as defined in the mines Act, 1952 (35 of 1952), where more than 250 kW of electrical load is connected, the owner of the installation or the management of the factory or mines, as the case may be, shall designate Electrical Safety Officer having qualification and experience specified in sub-regulation (2), for ensuring the observance of the safety provisions laid under the Act and the regulations made there under, who shall carry out recommended periodic tests as per the relevant standards, and inspect such installation at intervals not exceeding one year, and keep a record thereof in form-I or Form-II or Form-III, as the case may be, of Schedule IV to these regulations; test reports and a register of recommendations in regard with safety duly acknowledged by owner; compliances made thereafter; and such records shall be made available to the Electrical Inspector, as and when required."

Accordingly, in compliance of sub-regulation 1 of regulation 5 the matter has been considered and it has been decided to designate AE (OP)/AEE (OP)/XEN (OP) having Electrical Engineering Degree and 5 years experience, as "Electrical Safety Officer" who will take action as per the provision in CEA Regulations.

Implementation of recommendations of "Ease of Doing Business." (Sales Circular No. D- 9/2016Dated: 28/03/2016).

The Government of India and State Government have launched the programme of "Make in India" in a big way wherein various incentives and facilities have been given to investors to come up with investment, which will overall boost the economy of the State. For this purpose, various guidelines have been framed by Department of Industry Promotion and

Policy (DIPP) for implementing the ease of doing business. The electricity connection is one of the requirement of the investors while establishing the business unit. The investors require temporary connection for construction purposes and thereafter for commencing the operations of business, the regular connection is required by them. Accordingly, for providing facility to industries in having electricity connection following guidelines are hereby issued to all concerned for its meticulous compliance.

3. The charges required for release of connection have been specified in schedule of general and miscellaneous charges, which are applicable as per S.C. No.D-26/2011 wherein following fixed service connection charges have been specified for industrial connections:-

Sr. No.	Category	Fixed service connection charges
1	LT industry	Rs. 500/ KW
2	HT industry	Rs. 750/ KVA of contact demand

These charges are to be recovered from all the industrial connections which can be connected up to 300 meters of LT and 11 KV line. As such, in the industrial estates developed by HSIIDC and other departments having adequate electrical infrastructure, the above provisions may be publicized that for electricity connections, the department is charging fixed cost as per details above and no other infrastructure creation charge is required to be deposited.

4. The industrial state developers i.e. HSIIDC and other departments responsible for developing industrial states should be directed to upgrade electrical infrastructure from time to time as per the projected requirement so that industrial applicants in the industrial state may avail connections after paying the fixed service connection charges as detailed above.
5. The details of fixed charges, Security and application processing charges are also available on the website of DHBVN wherein the consumers can also calculate the charges required for release of connection. The consumer can also pay the application processing fee and the demand notice charges through online payment gateway and could also upload the application online along with only 2 Nos. documents required for release of connection.
6. The timelines for release of connections have been specified in electricity supply code, applicable vide S.C. No. D-17/2014. For implementing the Ease

- of Doing Business recommendations, all the field officers are directed that for the industrial estates, the complete loading of transformer, sketch of industrial areas be kept ready in the subdivision office and wherever electrical infrastructure is available, the applicant in industrial area be allowed to deposit the charges, documents and certification of installation through CEI/3rd party etc. as applicable at the time of application.
7. For such applicants in industrial areas, the service connection order should be issued within 5 days and the connection should be released within 7 days as per the time-lines specified in HERC supply code.
 8. For any application in the green field i.e. outside industrial areas, the applicant has to erect the infrastructure in advance by himself or through licensee on payment of charges as per regulation during the temporary connection period under which his business installation work is under progress, so that by the time his business operations commences, the electrical infrastructure is also ready and the consumers gets electricity connection on demand within 15 days.

Implementation of recommendations of "Ease of Doing Business" Self Certification (Sales Instruction No. 4/2016 Dated: 12/04/2016).

Please refer to Sales Instruction No. 53/2006 dated 28.09.2006 vide which self certification of consumer installations upto 20 KW load under all categories of connections of the consumers was allowed.

The Government of India and the State Government have launched the prestigious programme of 'Make in India' in a big way wherein various incentives and facilities have been offered to the investors to come up with investment so as to boost the overall economy of the State. For this purpose, various guidelines have been framed by Department of Industrial Policy and Promotion (DIPP) for implementing the 'Ease of Doing Business'. The electricity connection is one of the prime requirements of the investors while establishing the business unit, for which they require temporary connection initially and thereafter for commencing the operations of business, the regular connection is required by the investors and industries.

Accordingly, to avoid the delay and to expedite the release of connection, the power department has issued instructions vide **notification no. 6/2/2016-2P the 16 Feb, 2016 (copy attached)** whereby voltage up to 33 KV has been notified for the purpose of self certification for new and existing electrical installations through Chartered Electrical Safety Engineers by the owner under regulation 30 and regulation 43 of Central Electricity Authority (Measures relating to safety and electric supply) Regulations, 2010. The list of approved Chartered Electrical Safety Engineers alongwith the corresponding voltage level up to which they are authorized, is available on the website (www.haryana.gov.in/departments/cei.html).

2.15 Provision of communication capabilities in HT Industrial Connections.

Provision of communication capabilities in HT Industrial Connections (Sales Instruction No. 9/2008 Dated: -20/3/2008)

In continuation of this office Sales Instruction No. 4/2008 vide which the Nigam decided that Remote Terminal Units (RTUs) & GPRS devices shall be installed near the VCB of all the 1 MW & above load consumers for the purpose of advanced metering.

Keeping in view the higher cost of RTUs in the market, the Nigam has decided that the purpose of RTU can be served with a lesser cost device i.e. only a GPRS Router. 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.

In view of the above, the Nigam has reviewed the above Sales Instruction and decided that:-

- 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 the other applications of DHBVN.
- 5) The field officers shall ensure compliance.
- 6) The ibid-Sales Instruction is amended to this extent.

Provision of communication capabilities in HT Industrial Connections (Sales Instruction No.4/2008Dated: 09/02/2008)

To ensure proper load management in the utility, real time information is of the essence. The system operations cell has required that for proper implementation of PRMs

and to ensure timely response to system frequency and demand events, the real time load visibility is required to be ensured at ALDC Hisar.

In view of the above, for all 1 MW units, the Nigam has decided that: -

1. 11 KV Indoor/Outdoor/Pole Mounted type V.C.B. conforming to DHBVN specifications shall be provided on all HT connections with connected load of 1MW & above.
2. Remote Terminal Units (RTUs) (as per REC specifications) shall also be installed near the VCB.
3. In addition to the above, GPRS modem as per Nigam specifications shall also be installed.
4. Specifications of REC are available at www.recindia.nic.in and specifications of the Nigam are available at www.dhbvn.com.
5. The field officers shall ensure compliance by 31st of March 2008.

2.16 Capacity of T/F commensurate with load installed by HT consumer.

Use of Distribution Transformer by HT Industrial Applicants (SALES INSTRUCTION NO. 2/2007 Dated: 17/01/2007).

It has been observed that no load losses in distribution transformers with Amorphous Core is very less in comparison to conventional core transformer.

In order to conserve electricity, Nigam has decided that all new applicants of HT Industrial categories should be asked to install Amorphous Core Distribution transformer with inbuilt MCCB for self protection of transformer only.

The revised instructions shall be applicable on the applications received after the date of issue of this Sales Instructions.

2.17 Release of industrial connection on 11KV/33 KV level

Release of connection at 33 KV level (Sales Circular No. D-30/2018 Dated: 10/12/2018)

The existing instructions issued vide Sales Circular No. D-41/2017 dated 30/10/2017 have been reviewed and the revised instructions are as under:-

- a) As per provisions of clause 4.8.3 of HERC Regulation No. 5909/HERC/T-193 dated 11.7.2016, supply to 33 KV and above rating substation would be given through independent radial lines i.e. no tapping of 33 KV and above rating lines feeding a substation would be allowed.
- b) It is hereby clarified that not allowing solid tapping at 33 KV level refers to not tapping a 33 KV line between two grid substations for releasing connection to any individual/group of consumers. This stipulation has no relevance to release of individual connections to consumers at 33 KV level of supply on a 33 KV feeder. It is also clarified that more than one connection can be released at 33 KV level of supply treating the same as a 33 KV independent feeder upto 5 connections or as the case may be an industrial feeder.
- c) As per prevailing instructions, load at 33 KV level is to be restricted to 25 MVA. This clearly means that one or more consumers can avail load at 33 KV level upto 25 MVA capacity.

Non-release of industrial connections due to inadequate capacity at feeding sub station—amendment of instructions (Sales Instruction No. 25/2011 Dated: 21/11/2011).

Due to rapid growth in demand of power during the last few years, a number of feeding sub-stations have become overloaded and need augmentation. Due to inadequate installed capacity at some of the sub-stations, release of industrial connection has come to a virtual standstill in some of the sub-divisions. Release of connections even to those industrial units where there is no constraint is also held up because of the seniority clause. So as to mitigate the hardship being suffered by such like applicants and to ensure speedy release of industrial connections in the field, Nigam has decided as under:-

"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 CE (OP) shall be taken.

2.18 Release of connections of Saw Mills, Veneer and Plywood Industries.

Release of connections of Saw Mills, Veneer and Plywood Industries (Sales Instruction No. 9/2009Dated: - 14/12/2009)

Please refer to this office Sales Instruction No. 1/2004 dated 20/2/2004 vide which it was decided that new application of Saw Mills, Veneer & Ply Wood industries be accepted alongwith permission of central empowered committee.

However, in the meeting of Central Empowered Committee, Ministry of Environment and Forests & Govt. of Haryana held on 8/12/2005 & 26/7/2005 & as per Haryana Govt. forest Department Notification dated 31/10/2005. It has been decided that District Forest Officer shall be Nodal Officer to grant license to such industries.

Accordingly, matter has been reviewed and decided that:-

“New application of Saw Mills, Veneer & Ply Wood industries be accepted alongwith the copy of license granted by the District Forest Officer.”

(The Sales Instruction No. 1/2004 is amended to this extent).

Release of connections of Saw Mills, Veneer and Plywood Industries (SALES INSTRUCTIONS NO. 1/2004Dated: 20/02/2004)

The Hon'ble Supreme Court of India vide its order dated 20.10.2002, directed all the States that no State or Union territory shall permit any un-licensed Saw Mills, Veneer & Plywood Industry to operate forthwith. No State Govt. or Union Territory will permit the opening of any Saw Mills, Veneer or Plywood Industry without prior permission of the Central Empowered Committee. In view of the judgment, the matter has been reviewed and has been decided that:-

- (i) New applications for connections of Saw Mills, Veneer & Plywood Industries be accepted along with permission of Central Empowered Committee.
- (ii) New prospective consumers whose connections are yet to be released be asked to produce permission from above mentioned committee before release of their connection.
- (iii) The extension/reduction of load of existing consumers be allowed as per existing instructions of the Nigam.

2.19 Providing separate NDS connection to Industrial consumers for lighting purposes on request.

Providing separate NDS connection to Industrial consumers for lighting purposes on request (SALES CIRCULAR NO. D-9/2004 Dated: 23/03/2004)

Under the existing instructions, no separate connection is being given to the industrial consumers for meeting the requirement of lighting etc. for offices/security even during the temporary disconnection. Hon'ble Haryana Electricity Regulatory Commission has desired to provide a separate single phase NDS connection up to 5 KW only on request of consumer.

In view of the above it has been decided that interested consumers may apply for separate single phase NDS connection as follow:-

- a) The existing or new LT/HT industrial consumers can seek a separate single phase NDS connection up to 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 an act of malpractice/un-authorized extension of load and will be treated as per applicable instructions/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.
- g) Under the present terms and conditions of supply, the Industrial consumer is allowed to consume up to 5% of the monthly average consumption of preceding six

months for factory lighting. With the provision of a separate connection under the NDS category for factory lighting purposes, the above facility shall stand withdrawn with immediate effect. Henceforth while effecting TDCO of the LT/HT Industrial consumers, the same shall be effected by disconnecting / removing all three phases.

2.20 Sanction of Contract Demand for HT Industrial consumers during day and night.

Sanction of Contract Demand for HT Industrial consumers during day and night (Sales Circular No. D-73/2013 Dated: 16/12/2013)

Please refer to sale circular No.D-45/2012 dated 28.12.2012 and SMI No. 1.11 (D) on the subject cited matter above.

In view of the HERC order dated 20/11/2013, 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 optional and allowed to those HT industrial consumers only whose extension of load has been sanctioned but has not been released owing to the system constraints and who have installed the ABT meter. A consumer can opt for this scheme at any time by giving three days notice.
2. Such eligible consumers may seek upto twice their existing contract demand or the extended contract demand sanctioned but not released, whichever is less. However, the Nigam shall allow such additional demand only to the extent feasible keeping in view the system capacity.
3. The permitted additional load shall be allowed to run only for eight hours during night time from 10:00 P.M to 06:00 A.M. The rest of the time shall be considered as day time.
4. The consumer shall pay fixed charges per month at the following rates:
 - a. For normal sanctioned load, he shall pay fixed charges as per schedule of tariff approved by the Commission.
 - b. For additional contract demand during night time, he shall pay additional fixed charges at a rate equal to one third of the normal fixed charges. If the Nigam is unable to supply power against this additional contract demand for more than five days in a month, then pro rata reduction in these charges shall be applicable. For example, if the normal rate of fixed charges is Rs.150 per KVA per month and a consumer is given supply for additional contract demand of 50 KVA during night time for 24 days in a month, then he shall pay additional fixed charges of $Rs. 50 \text{ KVA} \times 150 \times 1 \frac{1}{3} \times 24 \text{ days} / 30 \text{ days}$ i.e. Rs. 2000.
5. Penalties for maximum demand exceeding the sanctioned /allowed contract demand in any month shall be worked out in the following manner:

- a. In case the maximum demand during day time i.e from 06:00 A.M to 10:00 P.M exceeds by more than 5% of the sanctioned contract demand in any month, a surcharge of 25% shall be levied on the sale of power during the month.

Sale of power for this purpose shall be computed based upon the power consumed during day time plus the power consumed during night time corresponding to normal sanctioned contract demand in a month.

For example, suppose his normal sanctioned contract demand is 100 KVA and he has been allowed additional contract demand of 50 KVA during night time and his monthly consumption during day time is 10,000 KVAh and during night time is 6,000 KVAh, then his monthly consumption for levy of penalty shall work out to 10,000 KVAh plus $6,000 \times 100 \text{ KVA} / 150 \text{ KVA}$ i.e 14,000 KVAh.

- b. In case the maximum demand during night time i.e from 10:00 P.M to 06:00 A.M exceeds by more than 5% of the allowed contract demand during night time in any month, a surcharge of 25% shall be levied on the sale of power during night hours in a month.

Sale of power for this purpose shall be computed based upon the power consumed during night time in a month i.e 6000 KVAh units as referred in the example in sub-para (a) above.

6. No disputed/un-disputed defaulting amount should be pending against the consumer or its sister concern who opts for the facility.
7. SE/OP shall be competent to permit additional contract demand for night time, to the extent feasible keeping in view the system capacity.
8. The facility shall be available till such time the additional load sanctioned to the consumer is released by the Nigam or the consumer himself withdraws the same or the Nigam withdraws the facility due to persistent system constraint. For this, a notice of at least 24 hours would be given by each party.

The persistent system constraint shall be said to exist if it results in a minimum of two hours rotational cuts between 10:00 P.M & 6:00 A.M continuously for two weeks.

9. 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.

This supersedes the sale circular No.D-45/2012 and SMI No. 1.11 (D).

2.21 Approval of Electrification of plan of Group Housing Society / Builder / Colonizer / Developer / SEZ

Issuance of Assurance letter for Power supply to developers/ builders (Sales Circular No. D- 06/2022 Dated: 10/03/2022).

The Assurance letter to builders/developers are being issued by concerned SE/OP as per technically feasibility with maximum validity of 1 Year from date of its issuance on the request of builders/developers regarding power supply from DHBVN for following purposes:-

1. For getting approval of building plan from DGTCP Chandigarh.
2. For getting Environment Clearance from pollution control board of Haryana.

The builders/developers have represented that at various platforms that the assurance letter obtained from DHBVN is required to be renewed every year by them whereas the completion of the project takes about 5 to 10 years depending upon area of development in phases.

The matter has been reviewed by the management and it has been decided as under:-

The assurance letter will be issued by concerned SE/OP as per technical feasibility keeping in view the prevailing instructions of Nigam with maximum validity till the validity of license. However, in case of additional licensee obtained by the builders/developers which results in change in the ultimate load then assurance letter will be revised by the SE/OP having validity as mentioned above.

Sales Instruction No.7/2018 stands superseded.

Sanction of Loads at 33 kV Level- Diversity Factor (Sales Circular No. D- 20/2021 Dated: 19.06.2021)

Please refer to the instructions issued vide Sales Circular No. 26/97 dated 16.07.97 regarding the applicability of Diversity Factor for sanction of loads at 11 kV level.

In supersession of Sales Circular No. D-30/2020 dated 24.11.2020 now, it has been decided that diversity factor to be considered for determining the extent of

consumer load which can be directly connected from the switching station to be connected from the system as per details noted below:-

- 1) For a single consumer to be connected from the system, the diversity factor should be considered as 1.0
- 2) For more than one but upto three consumers to be connected on the system, the diversity factor should be considered as 1.1
- 3) For more than three consumers and upto five consumers connected on the system, the diversity factor should be considered as 1.15
- 4) For six or more consumers connected from a system, the diversity factor should be considered as 1.2

Further, it has been reported by field offices that 33 kV electrical infrastructure is not being utilized optimally resulting in non-release of electrical connections at 33 kV level.

Therefore, in order to have optimum utilization of electrical infrastructure at 33 kV level, the matter has been examined and decided as under:-

- i) The net diversity factor of 2.0 may be taken in all cases of sanction of load for assessing the impact of load of consumers who hold higher seniority & already sanctioned/under process of sanction of load to be connected on 33 kV level from 220/33 kV substation. As per DHBVN Sales Circular No. D-30/2020 dated 24.11.2020, the diversity factor of 33 kV switching station varies from 1.0 to 1.2 depending upon the no. of consumers being fed from respective switching stations. Accordingly, quantum of load to be sanctioned directly from 33 kV bay at 220/33 kV HVPNL substation shall vary so that net diversity factor of the total combined load sanctioned on 220/33 kV Power Transformer does not exceed 2.0 (Two).
- ii) The net diversity factor in the case of steel furnaces, mixed load of steel furnaces and steel rolling mills etc. which attract levy of Furnace Surcharge shall be taken as 1.5 instead of 2.0 applicable to consumers covered under para (i) above.
- iii) A margin of 10% of rated transformer/line capacity shall be kept for future load growth in small domestic, non-domestic and other LT loads.
- iv) HVPNL/DHBVN shall start working on creating new power source whenever the utilization factor of Power Transformer reaches 80%.

HERC (Single Point Supply to Employers' Colonies, Group Housing Societies, Residential Colonies, Office cum Residential Complexes and Commercial Complexes of Developers and Industrial Estates/IT Park/SEZ) Regulations, 2020 - Amendment thereof (Sales Circular No. D-03/2021 Dated: 01.02.2021)

The Single Point Supply to Employers' Colonies Group Housing Societies, Residential Colonies, Office cum Residential Complexes and Commercial Complexes of Developers, and Industrial Estates/IT Park/SEZ Regulations, 2020 as notified by Hon'ble Haryana Electricity Regulatory Commission (HERC) on 22nd April, 2020 ("Single Point Supply Regulation") was circulated vide Sales Circular No. D-17/2020 dated 06/08/2020. However, Hon'ble HERC vide its order dated 05.10.2020 (**Annexure-I**) and 09.10.2020 (**Annexure-II**) passed in Suo Moto proceedings and Order dated 21.10.2020 passed in R.A. 5 of 2020 (**Annexure-III**) has amended few clauses of the ibid regulations which are detailed as under:-

1. Amendment in Clause 6.1 (e) (i) of Single Point Supply Regulation approved by HERC vide order dated 05.10.2020:-

Original Clause	Amended Clause
<p>The phase wise development of the electrical infrastructure of such area/complex/colony as per requirement shall be permitted by the licensee.</p> <p>Provided the phase-wise development of area is approved by the authority issuing the license i.e. Town and Country Planning Department, Haryana/HRERA.</p>	<p>The phase wise development of the Electrical Infrastructure of such area/complex/colony as per requirement shall be permitted by the licensee.</p> <p>-Deleted-</p>
<p>In case the developer/Users Association requests for supply at a lower voltage than the specified voltage as per approved plan for meeting the partial load/demand, the request may be accepted by the Distribution Licensee subject to deposit of cost of works for supply at the lower voltage and furnishing Bank Guarantee (BG) equivalent to as</p>	<p>In case the developer/Users Association requests for supply at a lower voltage than the specified voltage as per approved plan for meeting the partial load/demand, the request may be accepted by the Distribution Licensee subject to deposit of cost of works for supply at the lower voltage and</p>

<p>provided in Regulation 6.1(a) for the cost of specified voltage level transmission line bay and , Sub-Station at his end including the cost of balance incomplete electrical infrastructure to be installed. The amount of Bank Guarantee shall keep on reducing with the completion of remaining works of the transmission line, sub-station and the electrical infra structure in the Complex/ colony.</p>	<p>furnishing Bank Guarantee (BG) equivalent to as provided in Regulation 6.1(a) for the cost of specified voltage level transmission line bay and , Sub-Station at his end including the cost of balance incomplete electrical infrastructure to be installed. The amount of Bank Guarantee shall keep on reducing with the completion of remaining works of the transmission line, sub-station and the electrical infra structure in the Complex/ colony.</p>
<p>Provided, in case of phase wise development approved by the appropriate authority the connection for phase wise load shall be released to meet the requirement of such complex on completion of electrical infrastructure of the respective phase as per the approved electrification plan of the developer.</p>	<p>The connection for phase wise load as permitted by the Licensee shall be released to meet the requirement of such complex on completion of electrical infrastructure of the respective phase as per the approved electrification plan of the developer.</p>

It may be noted that the terms & conditions of phase-wise development of the electrical infrastructure have already been specified by Hon'ble Commission in HERC Duty to Supply Electricity on request and power to recover expenditure and power to recover security regulation - 2016 (1st Amendment) Regulation-2020 as notified on 19th March, 2020 (**Annexure-IV**) which was circulated earlier vide Sales Circular No. D-12/2020 dated 25/6/2020 ("HERC Duty to Supply Regulation").

Accordingly, the implementation of the above-stated amendment in Single Point Supply Regulation approved by HERC vide Order dated 05.10.2020 shall be undertaken as per the provisions of HERC Duty to Supply Regulation dated 19.03.2020 (S.C. D-12/2020 dated 25/6/2020). The phase wise development of the electrical infrastructure of such

area/complex/colony is to be approved on the submission of proposal by the builder/developer/colonizer.

2. Amendment in Single Point Supply Regulation approved by HERC vide Order dated 09.10.2020

In order to bring uniformity, transparency and clarity in billing by RWAs/developers to its residents/consumers and consequently to remove the practical difficulty, Hon'ble HERC vide order dated 09.10.2020, has notified the standard billing formats annexed as **Annexure-V & VI of this circular**, to be used by the RWA/developers under Single Point Supply Regulations, 2020 for collecting the electricity supply charges and common area electricity including DG/back up supply charges.

3. Amendment in Clauses of Single Point Supply Regulation approved by HERC vide order dated 21.10.2020: -

i. **Clause 6.1 (e) shall be read as under:-**

Distribution Licensee shall supply electricity to these consumers at the required voltage level at a Single Point and the same shall be covered under Urban supply Category. The Developer/User Association intending to avail Single Point Supply for their area shall be required to submit the requisite documents for approval of the load and electrification plan of his licensed area. The total ultimate load for Single Point Supply shall be estimated based on the norms/guidelines issued by licensee in this regard from time to time.

However, it is clarified that in case where only (Rural Distribution System) RDS feeder is passing in vicinity of the developed area, the single point connection may be released from existing feeder.

ii. **Clause 8 shall be read as under:-**

The electricity consumers of Employers' Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers may opt for availing electricity supply through smart prepaid meter from the licensee. Provided such Consumers give a consent to the Distribution Licensee of his area of supply, through a resolution, supported by an affidavit, that all the members / residents of Employers' Colonies, Group Housing Societies and Residential or commercial cum Residential Complexes of Developers shall apply to the Distribution Licensee concerned for installation of smart prepaid meters within one month for their loads

including common services and other loads if any. As installation of prepaid meter may not help in tackling the menace of theft unless there is reference meter at the entrance, as such, the provision of Clause No. 4.3 of the present Regulation providing inter-alia for installation of reference meter at the incoming supply point to measure consumption of electricity of the loads within the GHS shall remain applicable in this case.

4. All the aforementioned orders are also available on HERC's web-portal <https://www.herc.gov.in>

Sales circular No. D-17/2020 and other relevant circulars stands amended to the above extent only. The above instructions should be brought to the notice of all concerned for careful and meticulous compliance.

Approval of Electrification Plan in the colonies / Multi-storied Buildings /Group housing societies developed by HUDA / HSIIDC /Private Colonizers /SEZ - Load norms for Community sites and Nursing Homes in residential plotted colonies—Clarification thereof (Sales Circular No. D-01/2021 Dated: 04/01/2021)

This is with reference to Sales Circular No. D-16/2017 & D-26/2019 vide which the revised electrical norms were circulated. Now, ambiguity has been observed by load sanctioning wing as well as field offices for the plot size falling between two categories and regarding applicability of load norms for towns like Sohna and Dharuhera. The same is clarified as under:-

1. Assessment of load for the plot size falling between two categories:-

In such cases the load for the lower category plot defined in Sales Circular No. D-16/2017 shall be taken corresponding to its absolute size matching with the plot in reference. For the fraction / part plot size, load shall be assessed based on the delta increase in size of plot and its proportionate increase in load as gathered from the Sales Circular No. D-16/2017.

The following formula has been derived for calculating the load norms of the plots in between two specific size as mentioned below:-

$$(Load_{(Instant)} = Load_{(Lower)} + \frac{(Load_{(Higher)} - Load_{(Lower)})}{(Size_{(Higher)} - Size_{(Lower)})} \times (Size_{(Instant)} - Size_{(Lower)}))$$

Load (Instant –Plot for which load norms has to be determined

Load (Higher) -- Load norms of the plot of next higher size

Load (Lower-- Load norms of the plot of preceding size

Size (Instant) -- Size of plot for which load norms has to be determined

Size (Higher) -- Size of plot of next category

Size (Lower) -- Size of plot of preceding category

Example for plot size of 4.2 Marla (A-Class City):-

$$\text{Load (4.2)} = 10 + ((12-10) / (6-4)) * (4.2-4) = 10.2 \text{ KW}$$

2. Applicability of load norms for town like Sohna & Dharuhera:-

It is clarified that the load norms for towns like Sohna, Dharuhera shall be applicable as per their respective cities/towns i.e. Gurugram for Sohna and Rewari for Dharuhera respectively being expansion of these existing towns.

Sales Circular D-16/2017 and D-26/2019 are amended to this extent only.

Planning for distribution of electricity in Sector-58-115 of Gurugram, new sectors of Faridabad and areas falling on the left side of Delhi-Jaipur Highway developed by builders/developers in Dharuhera (Sales Circular No. D-30/2020 Dated: 24/11/2020)

It has been principally decided that 220/66/11 KV system in the new sectors of Gurugram (i.e.Sector-58 to Sector-115) & new sectors of Faridabad will be eliminated and the transmission / distribution system of 220/ 33 KV level will be introduced in these sectors. It had been approved in BOD meeting of DHBVN held on 15/12/2014 to adopt 220/33/0.4 KV system instead of conventional 220/66/11 KV system in the new sectors of Gurugram and Faridabad.

After introduction of 33 KV level of distribution network in the new sectors of Gurugram & Faridabad, creation of 33 KV switching stations, particularly in the NCR region has become imperative in order to release the loads of various developers /builders/colonizers etc., at 33 KV level. This is all the more necessitated due to limited availability of 33KV bays at the existing/planned 220/33KV S/Stns. for catering to the loads of these areas.

The Field Offices raised the issue regarding necessity for formulation of guidelines for connectivity of down linking consumer loads/switching stations to be connected from 220/33 KV HVPN S/Stns and down linking consumer load(s) to be connected from 33 KV

switching stations for optimum utilization of electrical infrastructure after due consideration of diversity factor has been highlighted.

Accordingly, it has been decided that the diversity factor to be considered for determining the extent of consumer load which can be directly connected from a Power T/F at the feeding source, switching station, bays etc should be defined accordingly to no. of consumers to be connected from the system, as per details noted below:-

- 1) For a single consumer to be connected from the system, the diversity factor should be considered as 1.0
- 2) For more than one but upto three consumers to be connected on the system, the diversity factor should be considered as 1.1
- 3) For more than three consumers and upto five consumers connected on the system, the diversity factor should be considered as 1.15
- 4) For six or more consumers connected from a system, the diversity factor should be considered as 1.2

Procedure for assessment of creation of electrical infrastructure as per approved electrification plan and estimates (Sales Circular No. D-23/2020 Dated: 06/10/2020)

Director (Town and Country Planning) has, vide their notification dated 30.10.2019, issued instructions that before grant of occupation certificate/completion certificate on the request of the developer/colonizer, Power Utilities will give status regarding completion of the electrical infrastructure as per approved electrification plan/estimates. Therefore, in view of the above notification of the Directorate of Town and Country Planning, all offices are required to maintain record of the approved electrification plans, details of the Bank Guarantee and status/progress of creation of the electrical infrastructure as per approved plan and estimates. For the purpose, the following guidelines are hereby specified:-

1. For every project, the Electrification plan shall be approved by the competent authority wherein details like the ultimate load requirement of developer in KVA and the required substations and distribution transformers amongst others shall be specified.
2. After the approval of electrification plan, detailed estimates for internal infrastructure and external infrastructure shall be prepared and got approved from the competent authority as per the delegation of powers in force.

3. Separate estimates be prepared for internal infrastructure and external infrastructure such as substation(s), feeding lines etc.
4. License-wise break-up of internal infrastructure estimates should also be maintained e.g. if multiple licensed areas are covered under one electrification plan, then internal infrastructure estimate details of each such license should be maintained.
5. On the basis of approved estimated cost, supervision charges @ 1.5% of estimated cost is required to be deposited for self-execution.
6. While preparing the estimates, if the developer proposes any equipment for which the design and rate is not available in the list circulated by PD&C wing, the same should be approved provisionally and request be sent to CE(PD&C) to approve the item and its rate subsequently.
7. While undertaking the erection work by developer under self-execution, all laid-down formalities/guidelines be followed like inspection of material, clearance by Chief Electrical Inspector and final measurement of the work completed by the developer.
8. When the developer submits his request for seeking part occupation certificate/completion report of part area/licensed area, the same should be processed as under:-
 - (a) The completion report will only be given when complete infrastructure - internal as well as external -has been commissioned as per the provision of the approved electrification plan and estimates and nothing is pending on behalf of the developer.
 - (b) However, where only part occupation certificate has been sought by the developer, the same will be allowed subject to the completion of the internal infrastructure for the part area in question and submission of bank guarantee (BG) for internal infrastructure of balance area and external infrastructure and adequacy of external infrastructure for feeding the load of the proposed part area.
 - (c) For assessment of erection of electrical infrastructure in part area or complete area as the case may be, concerned JE Incharge will undertake the measurement of work in the area and will prepare the report as per Annexure-II, wherein the quantity/works required to be provided/executed as per approved estimate and actual quantity provided will be listed.
 - (d) The SDO(OP) concerned will certify the facts that the material installed is as per Nigam specification. 20% of the work and all major material will be verified by the SDO(OP).

- (e) The inspection report will be approved by O/o XEN(OP). XEN (OP)will also check the documents and if required, he may cross check some portion and record his notes.
- (f) With respect to external infrastructure i.e. 11 KV feeder/33 KV and above line and S/Station(s), the following details will be supplied in the report:-
- Status of erection activity i.e. where work has been commenced/is ongoing or at halt.
 - %age of work completed.
 - Likely date of completion.
- (g) The status of bank guarantee for internal as well as external infrastructure shall also be maintained as per the following:-
- (i) Bank guarantee required: Rs. _____ crores.
 - (ii) Completed works: Rs. _____ crores.
 - (iii) Net requirement of bank guarantee: Rs. _____ crores
 - (iv) Bank guarantee available: Rs. _____ crores.
 - (v) Bank guarantee surplus/short: Rs. _____ crores.
- (h) After finalization of the report by XEN(OP) as per Annexure-II, SE(OP) will submit the report as per Annexure-I to this office along with Annexure-II for forwarding it to SE(Planning), HVPNL and DTCP.

Guidelines for release of Temporary & Permanent connections in the colonizer / builder / developer area (Sales Circular No. D-21/2020 Dated:07/09/2020)

In the licensed area of a colonizer/builder/developer, temporary connections are provided for the power requirements during construction phase for project and on completion of construction, permanent connections for full/interim load are being provided on application by the developers& consumers for permanent power requirement of residents and users. In order to prevent misuse of temporary connections & interim load by developers for meeting permanent power requirement of the residents without creating requisite electrical infrastructure and to ensure creation of adequate electrical infrastructure by the developer as per approved electrification plan, following guidelines are hereby issued for release and use of temporary & permanent connections in area of colonizer/builder/developer:-

(I) Temporary connection:

- (a) Temporary connection at the project site of the colonizer/developer shall be provided only for construction of building and other projects as per clause 4.5 of Electricity Supply Code Regulations no. HERC/29/2014 dated 8thJanuary, 2014 ("**Supply Code**"). The temporary connections shall not be given for any other use of permanent nature.
- (b) Application for temporary connection at the project site of the colonizer/developer shall only be allowed, if it is submitted along with the approved electrification plan. Where the electrification plan has been submitted for approval, the application for temporary connection shall only be considered when all the valid documents i.e. license, layout plan, undertakings have been submitted and there is no deficiency on the part of the applicant and the approval is pending on part of the Nigam for finalization of electrification plan and technical feasibility. Concerned SE (OP) shall ensure that the pending electrification plan is approved within one month by following up with various offices.

The electrification plan shall be considered for approval for complete scheme and not based on individual license which forms part of scheme & lay out plan. Further where the approval of electrification plan requires approval of HVPN like allocation of Bay, augmentation of Sub-station /Line, approval for connecting load at 33 KV level and above on already laid system, the electrification plan shall only be approved after the approval from competent authority of HVPN i.e. after issue of R-Code for Bay, augmentation etc., as the case may be.

- (c) While submitting the application for temporary connection, the colonizer/developer shall also submit undertaking on Non-Judicial Stamp Paper for the following:
 - (i) That the temporary connection shall only be used for construction activities
 - (ii) That he/it shall not extend the supply of temporary connection for any permanent use of residents or for commercial purposes or for use of any community or common services.
 - (iii) That he/it shall upon completion of a building disconnect electricity supply to the same and these building shall remain disconnected from electricity supply until a permanent connection is obtained in accordance with Supply Code.
 - (iv) That none of the building(s) and/or part of the project shall be given any electricity supply from the said temporary connection upon completion of such building(s) and/or part of the project.
 - (v) That for permanent use of residents, communities, commercial area or common area offered for possession to permanent connection shall be obtained as per the Supply Code and guidelines of the Nigam.
 - (vi) That he/it shall submit to concerned SDO (OP) & XEN (OP) of Nigam a copy of:-
 - (1) Occupation certificate issued by the competent authority;
 - (2) Allotment letter and offer for occupation issued to each the purchaser of a unit in the project within 15 days of issuance thereof;
 - (vii) That he/it shall before offering occupation publish a copy of the occupation certificate and proposed date of handing over of the occupation of the building/part of the building in a newspaper circulated locally and also display the same prominently on this/its project site and publish the same on his/its web-site. The information of such publication in newspaper and on website shall be submitted in writing (with a copy of such publication) to the concerned SDO (OP) & XEN (OP) of Nigam 10 days before making any offer of occupation.
- (d) On the approval of Electrification plan, the developer shall be called upon to furnish bank guarantee ("BG")within 30 days for the creation of electrical infrastructure in terms of the HERC Duty to Supply Electricity on Request and Power to Recover Expenditure and Power to Recover Security Regulations 2016 (1st Amendment) Regulation, 2020 ("Duty to Supply Regulations Amendment of 2020"). It shall be

ensured that BG in terms of the Duty to Supply Regulations Amendment of 2020 for each phase of the work as per the approved electrification plan is submitted. In case, the BG is not submitted in terms of the Duty to Supply Regulations Amendment of 2020 within the prescribed timelines, the temporary connection shall be disconnected after giving 15 days' notice.

- (e) As per clause 4.5.2 of Supply Code, the temporary supply connection for construction of buildings (both residential and non-residential) shall be given for a maximum period as under:-

For construction of buildings = Two years

For other projects = One Year

The above period is extendable by six months at a time on the request of the developer if the project/building is not completed by that time. At the time of extension of the temporary connection, the developer is required to produce the valid and subsisting license from DTCP. In case, the developer's license has expired and developer has not applied for its renewal, the temporary connection shall be disconnected.

- (f) On energization of temporary connection, the developer shall be required to submit milestones and timelines for the completion of construction works. During construction period, the developer shall be required to intimate on quarterly basis, percentage of work completed on the project/ developer's site.
- (g) The concerned SDO (OP) shall check the project site once in every 2 months and ensure that supply of temporary connection is not extended / used for permanent use and also ascertain that the construction work is going on and supply is being used for construction only. In case the temporary supply is being used for other use, case of unauthorized use under Section 126 of the Electricity Act, 2003 shall be registered and appropriate action against the developer shall be taken in accordance with law.
- (h) In case no construction work is done at the project site for an extended period of time i.e. more than 2 months and there is no consumption is recorded in the meter, the temporary electricity supply shall be disconnected after giving 15 days' notice. Once disconnected, if a developer requires temporary electricity connection again, he shall have to apply for afresh for such connection and such application shall be processed as per then prevailing regulations and instructions of Nigam.

- (i) When the construction is over and when any part of the building / project has been effectively completed and possession has been offered to a prospective occupant by issuing allotment letter or offer for occupation, the developer/occupant of such building/portion shall apply for a permanent connection from Nigam within one month from the date of such effective completion/offer of possession. The temporary connection shall be disconnected immediately upon and latest within three months from the date of such effective completion / offer of possession.
- (j) It shall be the responsibility of the concerned SDO (OP) to ensure that temporary connection is disconnected in the aforesaid manner within the above stipulated timelines.
- (k) For permanent power requirement of the residents, the developer /consumer shall apply for a permanent connection before residents moves in, which will be given and regulated as per the provisions contained in the succeeding Para-II
Permanent connection for interim partial load. In any case, the permanent power requirement of residents and users shall not be allowed through temporary connection provided for construction purpose and no permanent load shall be connected to the temporary connection.
- (l) Further, where the projects which developer is constructing taking temporary connection before the issuance of this sales circular, without submission and approval of electrification plan, a 15 day's notice of disconnection of temporary connection be given to all such developers, by which, the developer shall be called upon to submit application for electrification plan for creation of requisite electrical infrastructure with valid documents i.e. valid license, lay out plan , undertakings etc. The Developer shall be required to submit BG within 30 days of the approval of electrification plan. Where the developer does not submit the application for approval of electrification plan with requisite documents, the existing temporary connection shall be disconnected till the submission of application for electrification plan with valid documents.
- (m) **However, in respect of existing projects, where the permanent load is already connected through temporary connection, the list of such projects shall be prepared by SE (OP) and the same shall be furnished to the O/o SE/R-APDRP, DHBVN, Hisar along with the recommendations, for which the**

appropriate decision on each case will be taken after examining the issues involved.

- (n) Colonies/Projects where there exist inadequate electrical infrastructure, no temporary connection shall be released until and unless such inadequacies are cured or payment/BG for the cost of deficiencies in such electrical infrastructure is paidsubmitted by the concerned developers/colonizer/RWA/consumer/applicant. List of such applications shall be compiled and submitted to the O/o **SE/R-APDRP, DHBVN, Hisar** on fortnightly basis.
- (o) No temporary connection shall be released to any developer/colonizer or subsidiary or sister concern/partnership firm thereof against whom there are outstanding dues particularly in respect of inadequate infrastructure recoverable by Nigam.
- (p) **Application for Temporary Connections:**
 - (i) For temporary connection, the application has to be filled online and the timelines and other conditions will be followed as per Supply Code.
 - (ii) For temporary connection for the construction of building or other projects by builder / colonizer / developer, the application has to be made in the name of builder/colonizer/developer only and the application in name of contractor shall not be considered.
 - (iii) For such projects, the applicant shall upload following documents:-
 - Ownership proof
 - Identity proof
 - Copy of approved electrification plan by Nigam & valid license issued by the competent authority.
 - Undertaking as referred in para I (c) above
 - (iv) In case the electrification plan is not approved, then the developer is required to submit following documents:
 - Copy of forwarding letter, vide which developer has submitted the electrification plan for approval.
 - Copy of valid license issued by DTCP/ULB or any other organization authorized to issue such license. If the validity of license has expired, then the application of temporary connection will only be considered if

the applicant has applied for renewal and renewal application is not rejected by the concerned authority.

- Lay-out plan approved from DTCP/ULB etc.
 - Undertaking as referred in para I (c).
- (v) The temporary connection shall be released as per the timelines prescribed in Supply Code.

(II) Permanent connection for interim /partial load:

- (a) The application for permanent connection for interim load i.e. single point or individual connection in the colonizer area shall only be considered for processing after the approval of electrification plan and submission of requisite bank guarantee as per the applicable regulations prevailing at that time.
- (b) After approval of electrification plan and submission of bank guarantee, if an applicant applies for a regular connection for interim/partial load from Nigam, the same shall be allowed only at 11 KV level i.e. through only one 11 KV feeder for the complete scheme area under approved electrification plan, subject to availability of spare load in the system. The interim load will be for specified period only and the developer has to create external infrastructure within the specified time for the various voltage level are as under:-

Sr. No.	Voltage level of approved Electrification plan	Allowed period of interim load from date of approval of plan
1	11 KV level	2 years
2	33/66 KV Level	3 years
3	132/220 KV Level	5 Years

However, BG is to be valid till external & internal electrical infrastructure is laid as per approved electrification plan and taken over by Nigam. The BG should be maintained in the office of XEN(OP) and BG Monitoring software should be used, so that the renewal and validity is extended well before expiry of BG. However, for such connectivity for partial/interim load from existing Nigam network, the developer/applicant has to pay the service connection charges (non-refundable) as per HERC regulations on power to recover expenditure prevailing at that time.

- (c) For the cases, where developer has developed the electrical infrastructure partially, and also submitted the bank guarantee of balance network, the release of connection from his network are allowed for which the service connection charges are not required to be paid by applicant(s) till estimated cost of completed work is

greater than total service connection charges of applicant or all individual applicants in the area as per the regulations.

- (d) Where the work of erection of electrical infrastructure as per approved plan is going on, the concerned field office shall ensure and monitor so that the work is completed as per reasonable timelines. For the purpose, the concerned SE (OP) can also ask for details of contracts awarded by developer for erection of electrical infrastructure. However, where the developer is not taking any action for creation of electrical infrastructure as per approved plan even after one year of approval of Electrification plan, a one-month notice of default be given for commencing the work. The reply of developer to default notice be considered on merit, and if it is found that there are no valid reasons of default, further action of encashment of bank guarantee be undertaken by SE (OP).
- (e) The projects, where electrical infrastructure has not been laid as per electrification plan nor bank guarantee has been submitted as per regulations nor revised electrification plan is under approval, and the power requirement is being met through connection taken for partial load, the applications for extension of load of existing connections and new connection shall be rejected. These applications shall only be considered, when developer completes the infrastructure or starts creating infrastructure after submitting the bank guarantee of balance work or deposited complete cost of balance work as per already approved electrification plan of developer. Where approval of revised Electrification plan is pending, the bank guarantee as per old approved plan shall have to be submitted subject to approval of the final plan.

The above defaulting developers shall be given notices to submit the bank guarantee equal to the cost of balance work within 2 months along with the plan of completing the work in time bound plan as per the Duty to Supply Regulations Amendment of 2020. In case of non-compliance, list of such developers shall be prepared and detailed case for removing inadequacy along with other details be submitted to O/o SE/R-APDRP, DHBVN, Hisar for taking decision on case to case basis in a time bound manner.

- (III) **Specific provisions where Electrification plans and execution phases have been approved under Duty to Supply 1st Amendment Regulations and its time to time Amendment**

- (a) Where the developer has got its electrification plan approved as per Duty to Supply Regulations Amendment of 2020 and circulated vide SC No. D-12/2020 dated 25.06.2020, no permanent and temporary connection is to be released in the area under any execution phase till the developer has submitted the BG for that phase and completed the work of previous phase as per the said regulations.
- (b) When the developer fails to submit BG for the next phase on the completion of period of the previous phase, then the temporary or permanent connection of previous phase be disconnected till the submission of BG of next phase(s) or extension of period of previous phase after submission of enhanced BG of previous phase @ 1.5 times as per the regulations and further action shall be taken as per Regulation 4.12.2 (e) and (f) of the Duty to Supply Regulations Amendment of 2020.
- (c) All other conditions as specified in Para-I & Para-II will also be applicable in addition to above.

The existing provisions of release of temporary & permanent connection for interim and partial load as provisions of Sales Circular No. D-16/2017 dated 12.04.2017 with respect to providing partial load are superseded by the instant Sales Circular.

This circular has been issued in adherence to the provisions of the extant regulations framed by HERC including the Supply Code and Duty to Supply Regulations Amendment of 2020.

HERC (Single Point Supply to Employers' Colonies, Group Housing Societies, Residential Colonies, Office cum Residential Complexes and Commercial Complexes of Developers and Industrial Estates/IT Park/SEZ) Regulations, 2020 (Sales Circular No. D-17/2020 Dated: 06/08/2020)

Please refer to Sales Circular No. D-04/2013 dated 19/1/2013 and D-44/2014 dated 14/11/2014 vide which detailed instructions for connection on single point supply were issued in accordance to HERC Regulation.

Hon'ble Commission vide Notification No. HERC/49/2020 dated 22.04.2020 has notified fresh instructions on the above subject which are also available on the HERC

web portal i.e. www.herc.gov.in and are enclosed herewith for strict and meticulous compliance.

This supersedes Sales Circular No. D-04/2013 & D-44/2014. Other relevant Sales circulars are also hereby amended.

Assessment of Inadequacy Cost on account of deficient / inadequate electrical infrastructure created / erected by the Developers (Sales Circular No. D-24/2019 Dated: 27/6/2019)

This is with reference to the Sales Circular No. D-16/2017 dated 12.04.2017, vide which load norms of various categories were circulated.

Various representations regarding applicability of latest load norms to recalculate the inadequacy cost have been received from residents/consumers residing in the area developed by the builders having load sanctioned since long back but complete erection of electrical infrastructure have not yet been created by them as a result of this residents are facing hardship.

Keeping in view the interest of large number of above said residents/consumers, it has been decided with the approval of State Government, which is as under:-

In case any reduction or increase in load norms takes place at a later date which in turn results in decrease or increase in the amount of inadequacy as compared to the previous load norms, such changes in the load norms will be applicable retrospectively in all those cases which stand sanctioned prior to such revision but where the infrastructure is yet to be created. Such retrospective changes will be applicable in those cases also where infrastructure according to old load norms has been erected partially and the remaining infrastructure is yet to come up.

The Sales Circular No. D-16/2017 is amended upto this extent only.

Approval of Electrification Plan in the colonies / Multi-storied Buildings /Group housing societies developed by HUDA / HSIIDC /Private Colonizers /SEZ - Load norms for Community sites and Nursing Homes in residential plotted colonies (Sales Circular No. D-26/2019 Dated: 10/07/2019)

This is with reference to Sales Circular No. D-16/2017 vide which the revised electrical norms were circulated. In the above mentioned circular, the load norms for the

community facilities which are to be mandatorily provided in the townships/residential plotted colonies were not specified along with some other left out issues. Accordingly, the load norms for community sites in residential plotted colonies and clarification on some left out issues are hereby made as under:-

- (a) **Load norm for Plot Size between 2 categories:** - For plot size between two categories say 6.8 Marla which is between 6 Marla & 8 Marla, the ultimate load requirement will be calculated based on norm of next higher. For example for 6.8 Maria size plot, the proportionate load norm based on 8 Marla will be applicable. The load norm in class-A City for 8 Marla plots norm is 16 KW. Therefore for 6.8 Marla plots the load norm would be 13.6 KW and likewise.
- (b) **Commercial Load :-** The existing norms of Commercial load i.e. 16 KW per 100 SQ meter of FAR area would be applied on maximum permissible FAR for commercial area in plotted colony, which at present is 1.75 as per the provision of Haryana Building code. Wherever in a particular case the permissible FAR allowed in lay out plan is more than 1.75 than in that case the actual FAR approved in lay out plan be considered.
- (c) **School Sites:-** The load norms for various school sites in lay out plan is as under:

Sr. No.	Community Site	Plot size	Load [KW]	Demand Factor	Ultimate Load [KW]	Ultimate KVA
1	High School	5 Acre	150	0.5	75	85
2	Primary School	1.0 Acre	30	0.5	15	17
3	Nursery School	0.2 Acre	6	0.5	3	3.5
4	Creche	0.2 Acre	6	0.5	3	3.5

The above load requirement will be applicable for Plots having variation in plot size by +/- 10%. For other sizes of plot, the Load needs to be calculated@0.5KWper100SQMMbytakingpermissibleFARof1.5 or higher as approved in lay out plan for plot area.

- (d) **Community Facilities:-** The norms of similar like Community Facilities is as under:-

Sr. No.	Community Facility	Size of Plot	Load per Plot	Demand Factor	Ultimate Load [KVA] with PF of 0.9
1	ATM	12 SQM	8 KW	0.5	4.45
2	Beauty Parlour	12 SQM	8 KW	0.5	4.45
3	Multi-Purpose	5.00x	8 KW	0.5	4.45

	Booth	5.50 SQM			
4	Milk & Vegetable Booth with toilet facility	5.00x 5.50 SQM	8 KW	0.5	4.45
5	Sub-Post Office	40 SQM	8 KW	0.5	4.45
6	Religious Building	0.2 Acre	6 KW	0.5	3.35
7	Police Post	1.0 Acre	10 KW	0.5	5.55
8	Electric Sub-station		10 KW	0.5	5.55

(e) The Load Norms for community Sites relating to Health Facilities is as under:-

Sr No	Community Facility	Size of Plot	Load per Plot[KW]	D.F.	Ultimate Load [KVA] with PF of 0.9
1	Health Centre	2.5 Acre	760	0.5	422.22
2	Dispensary /Health Facility	1.25Acre	380	0.5	211.11
3	Nursing Home	1000SQM	75	0.5	41.67
4	Clinics	250SQM	10	0.5	5.55

The above load requirement will be applicable for Plots having variation in plot size by +/-10%. For any plot in intervening area, the load will be calculated @ 5KW per 100 SQ meter of FAR with FAR Ratio of 1.5 or higher as approved in lay out plan.

(f) The norms for club and community centres is as under:-

Sr. No.	Type of Community	Plot size	Load [KW]	D.F.	Ultimate Load [KVA] with PF of 0.9
1	Club	2 Acre	200	0.5	100
2	Community centre	2Acre	15 KW	0.5	7.5

Notes:-

- i) For club, the above load requirement will be applicable for Plots having variation in plot size by +/- 10%. For any plot in intervening area, the load will be calculated @ 2.5 KW per 100 SQ meter of FAR with FAR Ratio of 1 or higher as approved in lay out plan.
- ii) For community centre irrespective of size of plot, the load will taken as 15 KW.

(g) Load Norm for communities area of DeenDayal Affordable Housing Scheme: -

For affordable residential plotted colonies under DeenDayal Jan AwasYojna, 2016, the specific communities are not defined and only area for communities is specified, which are normally around half acre to around 1 acre. For such community areas, the load norm would be 15 KW per acre or part thereof.

(h) Load norm of Water works, street Light and STP: - For this the developer will have to submit the approved details of services estimates by HUDA/TCP. In case of non-submission of service estimate, the load calculation will be finalized by concerned SE/OP as per due diligence, which will be considered for approval.

(i) Area of undetermined use: - For the area of undetermined use, no load is to be taken as no usage is defined.

Sales Circular D-16/2017 is amended to this extent only.

Planning for distribution of Electricity in Sectors 58 – 115 of Gurugram, new sectors of Faridabad and areas falling on the left side of Delhi – Jaipur highway developed by Builders / Developers in Dharuhera (Sales Circular No. D-28/2018 Dated: 02/11/2018)

Please refer to Sales Circular No. D-14/2018 dated 27/3/2018 vide which instruction were issued regarding planning for distribution of Electricity in Sectors 58 – 115 of Gurugram, new sectors of Faridabad and areas falling on the left sideof Delhi – Jaipur highway developed by Builders / Developers in Dharuhera.

As deliberated in the WTDs meeting held on 26.10.2018, Sales Circular No. D-14/2018 may be amended to the extent :-

1. The developers who are unable to arrange/provide land individually or in group for creation of 33KV switching station shall submit Bank Guarantee BG) equivalent to 1.5 times the market value of 500 sq. yards.
2. The market value shall be assessed by the Committee of SE/Op concerned, SE Civil & concerned revenue authority.
3. The load of such developers shall be released as per feasibility subject to deposition of BG as per Sr. No. 1 & 2 and completion of other usual formalities prior to release of load.
4. The BG shall be released in case the developers submit documentary evidence of having handed over the requisite suitable land to the Nigam either individually or as a member of the group.

or

In case the Nigam is able to arrange land, earlier and provide supply from the switching station to be developed by the Nigam, the BG will be encashed by the Nigam.

An undertaking to the above effect shall be obtained from the developer prior to the release of load in addition to the required formalities including submission of BG.

The Sales Circular No. D-14/2018 is amended to the above extent and all other terms & conditions of Sales Circular will remain unchanged.

Constitution of committee for checking the suitability of land for 33 KV Switching stations/Sub-Stations (Sales Circular No. D-17/2018 Dated: 11/5/2018)

As per HERC Duty to Supply Electricity Regulation 2016, connection is to be released at prescribed voltage level as per the ultimate load. Builder/Developer/Colonizer has to create electrical infrastructure including S/Station of appropriate rating & capacity to cater their ultimate load requirement. However, in new sectors of Gurugram and Faridabad i.e. from Sector 58 to Sector-115 in Gurugram and Sector-75 to 89 in Faridabad, it has been principally decided by Nigam that 220/66/11 KV system will be eliminated and transmission / distribution system of 220/ 33 KV level will be introduced in these sectors.

It has also been decided vide Sales Circular no. D-14/2018 that the developer in Sectors 58 – 115 of Gurugram & new sectors of Faridabad and the other similar areas falling on the left side of Delhi – Jaipur highway developed by Builders / Developers in Dharuhera shall spare the land of size approximately 500 sq yards for 33 KV switching station and of size approximately 1250 sq. yards for 33 KV substation as the case may be and get the above land earmarked from DTCP in their approved layout plan and submit the same to the Nigam. In left out area, it is also mandatory for Builder/Developer/Colonizer to spare land of sufficient size as per Instructions of the Nigam for construction of S/Station of appropriate rating & capacity as per his ultimate load requirement.

It has been observed that committee of officers is being constituted on case to case basis for checking the suitability of land to be provided by the developer. For the purpose of uniformity in the process of verifying the suitability of the land and assessing the ROW for feeding line / outgoing feeders, it has been decided by Nigam Management to constitute a committee of following officers :-

1. XEN Op Concerned , Member Secretary

2. XEN Construction Concerned.
3. XEN Civil Concerned.

The designated Committee shall verify and validate the suitability of land in association with Builder/Developer/Colonizer and shall submit its report on the attached format to SE Op Concerned within 7 days. Further, SE Op Concerned after satisfying himself shall further recommend the same to the load sanction authority within 3 days.

Planning for distribution of Electricity in Sectors 58 – 115 of Gurugram, new sectors of Faridabad and areas falling on the left side of Delhi – Jaipur highway developed by Builders / Developers in Dharuhera (Sales Circular No. D-14/2018 Dated: 27/3/2018)

It has been principally decided that 220/66/11 KV system in the new sectors of Gurugram (i.e.Sector-58 to Sector-115) & new sectors of Faridabad will be eliminated and the transmission / distribution system of 220/ 33 KV level will be introduced in these sectors. It had been approved in BOD meeting of DHBVN held on 15/12/2014 to adopt 220/33/0.4 KV system instead of conventional 220/66/11 KV system in the new sectors of Gurugram and Faridabad.

After introduction of 33 KV level of distribution network in the new sectors of Gurugram & Faridabad, creation of 33 KV switching stations, particularly in the NCR region has become imperative in order to release the loads of various developers /builders/colonizers etc., at 33 KV level. This is all the more necessitated due to limited availability of 33KV bays at the existing/planned 220/33KV S/Stns. for catering to the loads of these areas.

To ensure proper planning for construction of 33 KV Switching stations in Sectors 58 – 115 of Gurugram & new sectors of Faridabad and the other similar areas falling on the left side of Delhi – Jaipur highway developed by Builders / Developers in Dharuhera , Nigam Management has decided as under:

1. Separate 33 KV bay(s) at 220/33 KV substation will be permitted only in cases where the ultimate load of the single scheme being developed by the builder/developer is 15 MVA or above duly considering the fact that the maximum load to be fed through separate bay shall not exceed 25MVA. In such cases, the creation of 33KV switching station shall be governed as under:-

a) **For single point connection :-**

The builder / developer shall lay the underground 33 KV line from the source substation, create his own switching station/substation as the case

may be on his land at his own cost and shall operate and maintain the same. The cost of 33KV bay & controlling equipments at the feeding substation shall also be borne by the builder/developer. The developer shall get the land of size approximately 500 sq yards for switching station and of size approximately 1250 sq. yards for 33 KV substation as the case may be, earmarked from DTCP in their approved layout plan and submit the same to the Nigam.

b) For multiple point connections:-

The builder / developer shall lay the underground 33 KV line from the source substation, create switching station on his own land measuring approximately 500 sq. yards and shall lay 33/0.4KV distribution network as per the specification of the Nigam at his own cost. The cost of 33KV bay & controlling equipments at the feeding substation shall also be borne by the builder/developer. The developer shall get the land of size approximately 500 sq yards for switching station earmarked from DTCP in their approved layout plan and submit the same to the Nigam.

2. Builder whose individual ultimate load requirement is less than 15 MVA, would need to form a group in a manner that the combined load of group equals 15MVA or more upto 25MVA and together they would handover the land of size measuring approximately 500 sq. yards to DHBVN free of cost for creation of switching station.. Such a switching station including the feeding line from the source substation will be constructed, operated and maintained by DHBVN. The cost incurred on this account shall be borne initially by DHBVN and same will be recovered in due course from the builders / developers in the ratio of their ultimate load requirement. Any group of builders / developers shall also have the option to create such a facility on their own, conforming to the regulations, instructions and specifications of the Nigam. For the purpose of formation of group, duly registered irrevocable agreement amongst all the members of group shall be executed and submitted to the Nigam
3. In a situation where a builder / developer has an ultimate load lesser than 15MVA and he is also not able to form such group, he will have to create 33KV switching station, on his own land of size measuring approximately 500 sq. yards, conforming to the regulations, instructions and specifications of the Nigam at his own cost

which shall be catered from the nearby feasible source. Further, DHBVN shall reserve the right to feed other developers/builders from this switching station.

4. DHBVN will be at liberty to refuse electricity connection to such builder / developer who refuses to provide requisite land for the purpose either individually or as a group of builders (as provided in above mentioned 3 options)
5. The builders/developers shall be required to provide one no. spare outgoing 33 KV breaker at 33 KV Switching Station to feed outsider builders/developers keeping in view of availability of loading capacity.
6. Sharing of cost amongst the builders / developers constituting a group, will be governed by the estimated rates circulated by Planning & Design wing of DHBVN.
7. A final 33 KV network will take shape only when the complete network of 220/33 KV substations gets commissioned. Till such time, the Nigam shall strive to create Controlling Switching Stations of 50 MVA capacity at their cost matching with the commissioning of 220/33KV S/Stn in that area. From those Controlling Switching station, Nigam shall feed the load of smaller capacity switching stations in the surrounding areas by capping the maximum load of around 2 MVA or so to a single developer/builder. The smaller capacity switching station shall be finally shifted to the designated 220/33KV S/Stn at the cost of builders/developers whenever the same becomes available.
8. Builders/developers shall get the land for switching station/substation (as the case may be) earmarked from DTCP on their approved layout plan. Only after this, cases for approval of electrification plan & sanction of load of concerned builder/developers shall be processed.
9. Above instruction shall also be applicable for those connections where load has already been sanctioned and their conditions for release of load may be amended accordingly.

All related instructions in this regard are amended to this extent.

Approval of Electrification Plan in the colonies / Multi-storied Buildings /Group housing societies developed by HUDA / HSIIDC /Private Colonizers /SEZ (Sales Circular No. D-16/2017 Dated 12/4/2017).

Please refer to Sales Circular No. D-09/2014 dated 27.01.2014 vide which the electrical load norms for plots of Residential Sectors/Colonies developed By HUDA/Private

Colonizers , Flats, Group Housing Societies, Shopping Centres (Commercial), Industrial Plots and Flats for Economic Weaker Section (EWS) were circulated for their implementation. The proposal for revision in load norms was approved by the Board of Directors in their meeting held on 02.02.2017, with the directions to send the relevant points to State Govt. for approval. In compliance to the aforesaid decision, the amendments in load norms were sent to the State Govt. for approval and the same has been approved by Hon'ble CM, Haryana.

Accordingly, the following electrical load norms in respect of different categories shall come into force with immediate effect:-

A) Electrical Load Norms For Plots Of Residential Sectors / Colonies Developed By Huda / Private Colonizers

Size / Category of plots	A -CLASS	B- CLASS	C- CLASS
	Load	Load	Load
2 Marla	6 KW	4 KW	2 KW
4 Marla	10 KW	6 KW	6 KW
6 Marla	12 KW	8 KW	6 KW
8 Marla	16 KW	10 KW	8 KW
10 Marla	20 KW	15 KW	12 KW
14 Marla	25 KW	20 KW	15 KW
1 Kanal	30 KW	20 KW	20 KW
2 Kanal	40 KW	30 KW	25 KW

The cities are categorized as under for these load norms:

Class A: Gurgaon, Sonepat, Faridabad, Manesar, Panchkula, Ambala, Panipat, Kamal, Rohtak.

Class B: Yamuna Nagar, Jagadhri, Sirsa, Fatehabad, Hisar, Bahadurgarh, Palwal, Rewari, Kaithal, Kurukshetra

Class C: Jind, Bhiwani, Narnaul, Jhajjar, Narwana, Hansi and other small cities and towns being developed by HUDA/Private Colonizer/Developer other than class A & B above.

B) LOAD NORMS FOR FLATS OF GROUP HOUSING SOCIETIES

Sr. No.	Flats having covered area	Connected Load (KW)
	Area of Apartment (sqft)	Connected Load (KW)
1.	EWS Flats upto 350 sqft	3
2.	Upto 600	4
3.	601-900	6

4.	901-1200	8
5.	1201-1450	10
6.	1451-1650	12
7.	1651-2000	14
8.	2001-2400	16
9.	2401-3000	18
10.	Above 3000	20

C) LOAD NORMS FOR SHOPPING CENTRES (COMMERCIAL)

Sr. No.	Description	Connected load
1.	Kiosk	2 KW Each
2.	Booth	4 KW Each
3.	DSS (Double Storey Shop)	6 KW Per Floor
4.	Show Room/SCO/SCF	12 KW Per Bay Per Floor

D) LOAD NORMS FOR INDUSTRIAL PLOTS

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

NOTE-

- i) Demand factor of **0.40** for Residential Plots and **0.5** for Group Housing Societies shall be applied to arrive at loads for which the infrastructure capacity has to be developed by HUDA/ HSIIDC/ Private Colonizers/ Developers/ SEZs etc.
- ii) Demand factor for Shopping Centres (Commercial) shall be **0.5**. In case of commercial load not covered under above categories, a load of 16KW per 100sqmtrs. of FAR area shall be considered with demand factor of **0.6**.
- iii) In case of any category of consumers not covered under any of the categories covered above, the demand factor shall be taken as 0.5.
- iv) The demand factor for common / public utilities in the Electrification Scheme shall

be taken as 0.5.

- v) Demand factor for industrial load norms shall be taken as **0.625**
- vi) While working out the transformation capacity of the distribution system to be developed by HUDA / HSIIDC / Private Colonizers / Developers / SEZs etc. the ceiling on maximum loading of the distribution transformer(s) will be 80%. The Distribution T/F of all sizes available in market can be used commensurate with the load but should be ISI marked 4-star rated.
- vii) Connections at 33 kV voltage level will be allowed for the load above 5 MVA up to 25 MVA wherever feasible.
- viii) These load norms will be revised / updated every three years in sync with updation of EDC charges and will be made applicable prospectively.
- ix) The amount of EDC recovered by HUDA shall be transferred to Discom and HVPNL for creation of the distribution and transmission infrastructure as and when received and EDC received so far along with sites of substation will be immediately transferred to utilities within one month.
- x) The cost sharing arrangement between power utilities and developer shall be as under:-
 - ✓ For the sectors floated before 1986: Power Utilities 75%, Developer 25%.
 - ✓ For the sector floated after 1986 and before 2006: Power utilities 25%, Developer 75%.
 - ✓ For the sectors floated after 2006: 100% Developer.
- xi) HERC Duty to Supply Regulation No. HERC/ 34 /2016 stipulates that if at the time of energisation of the system, it is noted that the concerned department /colonizer/society has not executed the complete electrification work as per the electrification plan approved by the licensee, the colonizer/developer shall be required to furnish the Bank Guarantee equivalent to 1.5 times of the estimated cost of the balance work to be executed as per the approved plan. The Nigam shall not release single point connection or individual connections to the residents of such areas without taking requisite Bank Guarantee.
The Sales Circular No. D- 9/2014, DHBVN Planning Manual, SMI No. 5.22 & all related instructions are amended to this extent.

Regarding approval of electrification plan under Single Point Supply to Residential Colonies or Office cum Residential Complexes of Employers, Group Housing Societies and Commercial cum Residential Complexes of Developers, Regulations, 2013 (Sales Instruction No. 21/2015 Dated: 11/12/2015)

As per practice in vogue, the electrification plan on DTCP layout submitted by the builder / developer alongwith application on A&A form under Single Point Supply Regulation, 2013 is being examined / scrutinized from the perspective of ultimate load / evaluation of BG requirement only and to ascertain that the electrical infrastructure is commensurate with the ultimate load so that the concern of the consumer / individual property holder as observed in the past is adequately addressed. The intricacies of the specification and rating of DTs and HT / LT ratio and the provision of space earmarked for substation as well as complaint centre as detailed out in P&D Instruction No. 9/P&D/2011 are not being examined as the onus of the same rest upon the developer.

The builders as well as field offices have expressed their concerns that the Nigam should not insist for installation of standard rating DTs and laying of internal infrastructure strictly as per the design of the Nigam in case of electrification plan for single point as the same shall invariably depend upon the quantum of load to be fed etc. Moreover, new concept of 33/0.4 KV has been introduced and equipment specifications and rating etc. are still in evolving stage. Further it has been asserted that since the internal infrastructure is to be maintained by the builder / RWA etc. and the losses of the internal infrastructure are also being booked to the account of developers/RWA as such the Nigam should not insist for following the guidelines for laying of internal infrastructure strictly as per Nigam's Norms.

Accordingly, in order to safeguard the interest of the Nigam and individual property holder alike, it has been decided that the following standard practice should be adopted for examination of electrification plan for release of connection under Single Point Supply Regulation, 2013 :-

1. The ultimate load shall be calculated on the basis of details provided in the DTCP approved drawing.
2. The details of plots size / flats size shall be got mentioned on the DTCP approved drawing so as to check the ultimate load .
3. The electrical layout detailing the infrastructure to be laid by the developer should be depicted in the approved DTCP drawing, clearly earmarking the land to be provided for electrical grid sub stations as per the standard defined under P&D Instruction No. 9/P&D/2011.

4. The land earmarked for the substation is not required to be transferred in the name of Nigam as is essentially required under electrification plan of multiple connections. However, an undertaking shall be supplied by the developer that the land earmarked for substation shall not be diverted for any other use.
5. The infrastructure to be laid shall be commensurate to the ultimate load. However, the Nigam shall not examine the details regarding ratings / specification of the DTs etc, since the internal infrastructure is to be maintained by the builder / RWA etc.
6. The protection system to be installed in case connection is to be availed on 33 KV shall be got approved from the M&P wings of both DHBVN and HVPN.
7. The electrification plan for single point connection can be got approved without submission of A&A form i.e. without making any application for release of load. However in such case the BG for internal and external infrastructure shall be got deposited as per the instructions of the Nigam. There will be no requirement of ACD corresponding to ultimate load. However as and when the developer applies for sanction of partial / ultimate load then he has to pay the ACD corresponding to the applied load in cash and BG for the balance ultimate load.
8. In case an application for approval of electrification plan alone is submitted by the builders / developer then an undertaking shall be obtained from him stating that he shall get the electrification plan approved afresh in case of conversion of his connection from single point to multiple points and that he will lay the complete electrical infrastructure as per the approved rating, specification and design of the Nigam.
9. The application for the approval of electrification plan as well as for sanction of load can be applied simultaneously subject to the condition that the builder/ developer shall deposit ACD corresponding to the applied load in cash and BG for the balance ultimate load

Release of load on 11 KV line in the areas where 220/33 KV system has been approved in Gurgaon and Faridabad (Sales Circular No. D-19/2015 Dated : 03/07/2015).

The Board of Directors in its meeting held on 15/12/2014 had approved laying of electrical infrastructure of 220/33/0.4 KV in Sectors 58-115 of Gurgaon and Sectors 75 to 89 of Faridabad instead of conventional 220/66/11/0.4 KV system.

Accordingly, Sales Circular No. D-1/2015 was issued in this regard.

Developers / Builders / Societies falling in these sectors have started demanding load in these sectors but since it may take 2-3 years for 33 KV system to develop, so there is imminent requirement to give interim supply to them on 11 KV level.

The matter has been reviewed by the Management and it has been decided that till such time 220/33/0.4 KV level is created in these sectors of Gurgaon and Faridabad, supply on 11 KV level will be given to the Developers / Builders / Societies etc. wherever possible at their cost, restricting the load upto 5 MVA through 3 X 300 mm² 11 KV underground XLPE cable. Such release of load on 11 KV will be subject to the condition that the Developers / Builders / Societies will erect the system afresh on 33 KV level from the nearest 220/33 KV sub-station/ switching station at their own cost either by upgrading the 11/0.4 KV distribution transformer to 33/0.4 KV level or by way of installing 33/11 KV Power Transformer. To safeguard the implementation of the above provision, the Developers / Builders / Societies will submit the Bank Guarantee equaling 1.5 times the cost of such changeover from 11 KV level to 33 KV level including 33 KV line at the time of applying for load upto 5 MVA at 11 KV level. Once the 33 KV level is created in these sectors, the Developers / Builders / Societies shall have to mandatorily switch over from 11 KV to 33 KV level within 6 months of issue of notice by DHBVN in this regard failing which the BG shall be encashed and the work shall be got executed by the Nigam at its own level and any extra expenditure incurred in the process shall be suitably recovered from the developer.

Approval of electrification plan and sanction of load for the colonies/ multi-storey buildings developed by private developers / Colonizers / Licensees / SEZ (Sales Circular No. D-1/2015 Dated : 2/1/2015)

The detailed instructions regarding procedure for approval of electrification plan or sanction of load cases of private developers / colonizers / licensees have been issued vide sales circular No. D-9/2013 and subsequently amended by D-29/2014. Further it was stipulated vide Sales Circular No. D-37/2013, that the total load requirement of the developer for deciding the voltage rating of Grid Sub-station & number of substations required to be created by the developer will be calculated by summation of load requirement of various licenses issued to the developer falling under one district. The developer has to create a substation(s) of required voltage rating & capacity.

The matter has now been reviewed in the meeting of BODs of DHBVN held on 15.12.2014 and decided as under:-

1. Every site developed by the builders / developers be treated as an individual identity w.r.t. the ultimate load and the loads of all such sites within a district need not be clubbed together to arrive at the total amount of inadequacy for that builder / developer i.e. license wise or scheme wise be taken as a unit.
2. Wherever the ultimate load of a site as per latest norms is below 5 MVA, the builder / developer shall be released a connection at 11 KV through an independent feeder for which the builder / developer has to pay to HVPN/DHBVN only the proportionate share cost of feeding substation corresponding to their ultimate load.
3. Where the ultimate load warrants feeding at voltage level higher than 11 KV the builders have to construct S/Stn. of appropriate voltage level and capacity as defined under HERC Electricity Supply Code Regulation 2014 at their own cost and on their land (the developer shall get this land transferred in the name of DHBVN within 3 months), besides bearing share cost of feeding 220 KV / 132 KV / 66 KV / 33 KV Substation, as the case may be. Where 33 KV level is not available, the builder / developer shall construct 66 KV/ 132 KV substation and the feeding line without prejudice to the supply code. In case only 33 KV level is available and the load of developers/builders is more than 25 MVA, the builder / developer shall have the option to construct more than one 33 KV S/Stn. subject to maximum of 50 MVA capacity clubbed together, with the approval of HERC.
4. Wherever in the past, if any builder / developer has paid any share cost of 33 KV or 66 KV or 132 KV substation as the case may be, for release of load on 11 KV, it shall not absolve the builder / developer of their obligation of constructing the appropriate capacity substation. However, the share cost deposited earlier on this account shall be adjusted against the balance BG to be obtained from them. But the share cost for any 220 KV substation, if paid for, shall not be adjusted because it has to be paid anyway even now.
5. In sectors 58 to 115 of Gurgaon and Sector-75 to 89 Faridabad, DHBVN has already adopted 220/33/0.4 KV system instead of laying of conventional 220/66/11 KV system. For other areas the builder shall have the option to lay distribution network by installing 11KV /0.4 KV T/F or 33 /0.4 KV T/F
6. The builders/ developers shall deposit BG amounting to 1.5 times of the assessed cost of S/Stn. (to be constructed by developer commensurate to the ultimate load) alongwith its feeding line from source S/Stn. in one go with 2 years validity period.

DHBVN shall be at liberty to encash this BG (i.e. against the construction of substation and feeding line), if the builder / developer fails to commission the substation within two years. Alternatively builder /developer shall be given option to get the work executed as deposit work from HVPN/DHBVN for which he shall have to deposit the full cost of deposit estimate in advance. For other electrical infrastructure to be laid i.e. except S/Stn.alongwith its feeding line from source S/Stn., the Developer/Builder shall continue to have provision of depositing BG equivalent to 1.5 times of cost of such infrastructure in four yearly installments for load upto 75 MVA and in 5 yearly installments for ultimate load more than 75 MVA.

Accordingly Sales Circular No. D-37/2013 is hereby superseded and Sales Circular Nos. D-29/2014 and D-9/2013 are amended to this extent.

Approval of Electrification Plan and sanction of load for the colonies/multi-storey buildings developed by Private Colonizers / Licensee/SEZ (Sales Circular No.D-42/2014 Dated: 03/11/2014).

Please refer to Sales Circular No. D-16/2014 wherein it has been stipulated that SE/OP concerned shall ensure to accept the Bank Guarantee at the time of submission of application for approval of electrification plan of Societies / Colonies / Buildings or sanction of load cases under Bulk Domestic / Bulk Non Domestic / Commercial Category developed by private developers equivalent to 1.5 times of bill of material for electrical infrastructure to be developed for ultimate load.

The matter regarding assessing the amount of BG has been reviewed and the standard cost of different types of electrical infrastructure to be created by the developers upto 33kV level has been approved by WTDs as per below table:-

Sr. No.	Description	Amount (In Rs) Double run circuit
1.	Total cost of 1 KM 33 KV line (Under Ground) for both GHS and plotted.	5363031
2.	Total cost of 1 KM 11 KV line (Under Ground) for both GHS and plotted.	4195655
3.	Per MVA cost of internal infrastructure in case of system on 33/0.433 KV (For Group Housing, U/G system).	4793185
4.	Per MVA cost of internal infrastructure in case of	

	system on 33/0.433 KV including LT Network (For Plotted with under Ground system).	6723376
5.	Per MVA cost of internal infrastructure in case of system on 11 KV (For Group Housing).	4652536
6.	Per MVA cost of internal infrastructure in case of system on 11 KV including LT Network (For Plotted with under Ground System).	7093995
7.	Cost GIS Sub-station (33/11 KV) including civil works but excluding cost of land to be provided by builder.	22723701 (1x12.5MVA, 33/11KV Power T/F) 40836071 (2x12.5 MVA, 33/11KV Power T/F)

The above standard cost has been approved subject to the following conditions:-

1. The cost of 33 KV U/G cabling from switching substation to the builders/colonizer/developer entrance point shall be in the scope of the consumer.
2. In case the builder opts for 11 KV system as internal infrastructure, cost of 33/11 KV substation shall be taken in addition to the cost of internal infrastructure cost.
3. The shared cost on account of 66 KV substation from old sectors (Gurgaon & Faridabad) shall be got deposited with HVPNL.
4. The inadequate amount based upon the revised cost shall be got deposited from the consumers who have already deposited the Bank Guarantee.
5. At the time of releasing the connection at 33 KV or any other voltage level from the new sectors i.e. Sectors-58 to 115, Gurgaon and Sectors 75 to 89, Faridabad, the exact cost will be worked out based on the final policy of HUDA & TCP and the settlement will be done after adjusting the provisional amount.
6. An undertaking in the shape of an affidavit be obtained from the developers that at the time of release of connection to them at 33 KV or any other voltage level from the new sector i.e. Sectors-58 to 115, Gurgaon and Sectors 75 to 89, Faridabad they will make payment of the amount if outstanding as a result of settlement.

SE/Op should personally ensure that that BG @1.5 times of total amount of electrical infrastructure to be laid by the private developer/colonizer, worked out as per above rates for ultimate load, is got deposited in installments as provided under Sales Circular No. D-29/2014.

SE/Op should maintain a BG register and make entry of BG submitted by Developers/Colonizers along with its validity . SEs/Op concerned shall be responsible to ensure

that each tranche of BG is submitted by the developers/ colonizer and the validity of BG is suitably extended from time to time and till complete infrastructure is laid according to ultimate load.

The ibid Sales Circulars are modified to this extent only.

Accounting of Distribution Transformers etc. installed by Private Colonizers, HUDA & by Cooperative/Group Housing Societies as property of Nigam (Sales Circular No.D-40/2006 Dated: 17/8/2006).

It has been observed that field offices are not accounting Distribution Transformers installed by private colonizers, HUDA, Cooperative/Group Housing Societies in the books of Nigam as its property. The higher authorities have taken serious view of it. The lines and system laid by private Colonizers, HUDA, Cooperative/Group Housing Societies becomes the property of Nigam, the moment it is connected to the main system of the Nigam. Hence, its running and maintenance becomes the liability of the Nigam.

It is reiterated that the Distribution Transformers, HT/LT distribution system, service lines installed by private Colonizers, HUDA & by Cooperative/Group Housing Societies out of consumers contribution should be counted in the books of Nigam as its property. As such, the Distribution Transformers as described above may be counted towards Nigam's property of Transformers.

The above process of accounting should be completed in a month's time and the compliance report be submitted to SE/Comml. by concerned SE 'OP'.

Levy of Departmental charges on Deposit Works (SALES CIRCULAR NO. D-16/2004 Dated: 19.5.2004).

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. As per the existing policy based on PWD accounting system, departmental charges amounting to 24 % 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 (S/C D-61/2001).

- 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 1 MW or more (S.C. D-6/2003).
- IV. For shifting of 11 KV and 33 KV lines which are passing over the houses of the residents (S/C D-9/2003).

Some of the Religious Societies/Charitable Trusts have represented that the 24% Departmental charges should not be levied as they are doing Social Work & meeting with all the expenses which are to be incurred for laying of independent feeder.

After taking into account the request of these Religious Societies/Charitable Trusts, the Nigam has decided as under:-

- 1. 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.
- 2. All other cases which are not covered as above, the departmental charges will be levied @ 10% instead of the prevailing rate of 24%.

It is also clarified that wherever the amount has already been paid by the Society, the case for the refund of the amount will not be opened.

2.22 Release of connection in un-authorized colonies/slums.

**Release of connection in un-authorized colonies/ slums (Sales Circular No. D-28/2017
Dated: 07/08/2017)**

Please refer to Sales Circular No. D-29/2015 issued by this office vide Memo. No Ch- 29/SE/Comml/R-16/173/2004/F-10 dated 12/08/2015 on the above subject, vide which the conditions for releasing connections to the residents of un-authorized colonies / slums were circulated. Keeping in view the resentment among the poor people living in un-authorized colonies / slum areas, regarding charging of ACD (advance consumption deposit) and tariff to such connections in accordance with that of temporary category in some of S/Divn. under DHBVN, the matter has been reviewed by the Management and it has been decided to amend the Sales Circular No. D-29/2015 with the prevailing conditions as well as additional conditions of release of temporary connection as under:-

1. A specific notice by the SDO/OP on attached format (Annexure-I) shall be given to the concerned official/local competent authority e.g the Commissioner or Executive Officer of Municipal Corporation or Municipal Council or Secretary of the Municipal Committee or E. O HUDA or BDPO/ Gram Panchayat for giving at least four weeks' time for taking suitable action by them regarding the status of premises before the connection is actually released.
2. "The connections to be released to the residents of unauthorized / slum colonies should be treated as DS connection for all intents and purposes. The ACD and tariff would be charged as per DS category only." However, a specific attribute shall be tagged with such connection so that they are easily identifiable.
3. The energy meter of the connection will be installed on the pole outside the premises through cable.
4. Only single phase connection will be given to such a consumer.
5. The electricity connection would be charged at the tariff applicable to the concerned category of consumers.
6. The colour of the bill of such a temporary electricity connection shall be yellow to make it distinct.
7. An affidavit (Annexure-II) as well as indemnity bond (Annexure-III) shall be taken from each of such consumer stating clearly that he shall be liable for any legal action regarding his premises by the concerned Local Bodies Department or Town

and County Planning Department or Panchayat department or any other legal/competent authority as the case may be.

8. The applicant is required to submit an identity proof (Driving License, PAN No, Adhaar Card, Voter ID Card, Ration Card, Passport, Bank Passbook, etc).
9. All the electricity bills of such consumer will have a detailed disclaimer clearly stating that "**release of power connection and collection of bills from the concerned individual does not confer upon him/her any occupation or ownership rights over the concerned property and that he/she is simply making payment for the electricity actually consumed by him/her and nothing more**".

The Sales Circular NO. D-29/2015 is superseded to the above extent.

(Annexure- I)

From

SDO (OP) S/Divn.
DHBVN,_____.

To.

1. The Commissioner Municipal Corporation_____.
2. The Estate Officer , HUDA_____.
3. The Secretary, Municipal Committee_____.
4. The District Town Planner_____.
5. The District Development and Panchayat Officer_____.

Subject:- Release of electric connection in Un – authorized colony.

In this context, it is intimated that an un – authorized colony has mushroomed on the outskirt of _____ City/Town and the residents are consuming electricity by tapping power lines through Kundis .

As such, through this notice of one month, it is requested to take suitable legal action. After that this office will take action to release metered electric connection to these consumers so that it is able to realize its dues for the power consumed. A detailed affidavit as well as indemnity bond shall be taken from all such consumers stating clearly that they shall be liable for any legal action regarding the nature of his premises by the urban local bodies department or town and country planning department or Panchayat Department or any other legal authority as the case may be. Of course, release of the connection shall, in no way whatsoever, entitle such power consumers to strengthen their claim for regularization of their premises/colony.

It is for your information and necessary action please.

SDO (OP) S/Divn.
DHBVN,_____.

AFFIDAVIT

(Annexure -II)

I ----- S/o Sh. ----- R/o -----
----- do hereby solemnly affirm and declare as under:-

1. That the deponent has purchased a plot of size ----- in ----- colony, constructed a house and is residing there .
2. That the occupier of land is residing there since the last _____ years / months in slum colony or un- authorized colony and the land on which it is situated is his own but not duly passed by the appropriate authority. But he has applied to the DHBVN for Domestic connection and whereas the connection shall be sanctioned to his /her, subject to his / her furnishing an affidavit in favour of the Nigam indemnifying the Nigam against all actions, proceedings or damages claimed or to be claimed against the Nigam by any person including the Principal Party or any person claiming through or under his / her at any stage by reason of giving of the electric connection by the Nigam to the Principal Party.
3. Whereas the Nigam can disconnect the connection at any time without prior notice to the Principle Party residing in the unauthorized colony/slum colony. That the release of electric connection shall not in any way make the Principal Party the lawful owner or occupier of the premises i.e. the electricity connection does not create any right of occupancy / ownership of the said land in the favour of the principal party.

Deponent

Place
Dated:

Verification

Verified that the contents of my above affidavit are true and correct to the best of my knowledge and belief and nothing has been concealed therein.

Deponent

Place
Dated:

INDEMNITY BOUND

(Annexure -III)

KNOW ALL MEN BY THESE PRESENT THAT I, _____ son of _____, resident of _____ (hereinafter called the Principal Party) do hereby bind him selves and his / her respective heirs executors, execution administrators and legal representatives to indemnify to the Dakshin Haryana Bijli Vitran Nigam (hereinafter called the Nigam, which expression shall include its successors and assigns) on demand the entire cost and damage in respects of all actions, proceedings or any damages claimed or to be claimed against the Nigam by any person claiming through or under his / her at any stage by reason of giving of the electric connection by the Nigam to the Principal Party.

Dated _____ day of _____ 2015.

WHEREAS the above bounden Principal Party namely _____ son of _____ has applied for a new connection in the name of _____

AND WHEREAS the Principal Party is the occupier of land for the last _____ years / months in slum colony or un- authorized colony and the land on which it is situated is her owned/ possessed by Govt., but has applied to the DHBVN for Domestic (DS) connection and whereas the connection shall be sanctioned to his /her, the Principal Party subject to his / her furnishing an indemnity bond in favour of the Nigam indemnifying the Nigam against all actions, proceedings or damages claimed or to be claimed against the Nigam any person including the Principal Party or any person claiming through or under his / her at any stage by reason of giving of the electric connection by the Nigam to the Principal Party.

Whereas the Nigam can disconnect the connection at any time without prior notice to the Principle Party residing in unauthorized colony/slum colony. That the release of electric connection not in any way makes the Principal Party, the lawful owner or occupier of the premises i.e. the electricity connection does not create right of occupancy / ownership of the said land in the favour of principal party to the property .

AND WHEREAS the Principal Party has agreed to execute such a bond in favour of the Nigam as desired by it.

Now, therefore, this agreement witnessed that the Principal Party agrees and conveys with the said Nigam that the Principal Party does indemnity and shall hereinafter keep indemnified, the said Nigam against all actions and proceedings or damages

claimed or that may be claimed against the Nigam by any person claim through or under him/her at any stage by reasons of the electricity connection by the Nigam to the Principal Party.

IN WITNESS WHEREOF the indemnifier, the surety and the Nigam have got their respective hands hereunto the day and the year first above written.

Witness

Indemnifier

1.

2.

2.23 Release of New connection to a permanently disconnected premises.

Release of New connection to a permanently disconnection premises (Sales Instruction No 4/2003Dated: 12/03/2003)

Sales Instruction no 14/2001dated 29.11.2001 provides that while effecting the PDCOs, full particulars of the premises may be recorded in revised form CS-16 and thereafter amount transferred to Defaulting Consumers Ledger.

Instances have come to the notice of the Management that new connections are being released indiscriminately to the same premises in the name of some other person, which were disconnected previously on default . Non-observance of the instructions has been viewed seriously by the Management.

As such ,it is reiterated that the instructions on the subject issued from time to time may be adhered to meticulously. In addition, the following guidelines must be observed before releasing a new connection to a defaulting premises ;-

- 1) JE/F concerned shall personally verify whether there existing any connection in the said premises or not and issue a certificate accordingly.
- 2) The Consumer Clerk/Revenue staff maintaining the defaulting amount Ledger shall confirm from the consumer Defaulter Ledger whether there is any outstanding amount against the premises on which the connection is being applied.
- 3) No due certificate issued by Ledger Clerk /Revenue Staff shall be monitored by the C.A. /SDO.
- 4) The monthly abstract of defaulting consumer shall be pre-audited by the local Internal Audit Party & deficiency will be pointed out timely & regularly.

2.24 Issuance of NOC for electricity, water and sewerage connections within Municipal Limits

Issuance of NOC for electricity, water and sewerage connections within Municipal Limits (SALES INSTRUCTION No.4/2005 Dated: 17/05/2005)

Some officers have sought clarification with regard to issue to NOC by Municipal Committees before release of electricity connection. The Haryana Municipal Act, 1973 under section 203H provides for no-objection from Municipal Committee before release of electricity, water and sewerage connections.

In this context, it is clarified that as per provisions of Electricity Act, 2003, Section-43 makes the utility duty bound to give electricity connection to an applicant on his request within one month of receipt of application. Thus, the compliance of provision of Section 203H of Haryana Municipal Act, 1973 is over ruled by the provision of EA-2003 as far as release of electricity connection is concerned.

2.25 Release of connections on over loaded distribution line and Sub Stations.

Release of connections on over loaded distribution line and Sub Stations (Sales Circular No. D-36/2007 Dated: 22/06/2007)

Most of the 33/66 KV Sub Stations/ Feeders in the Nigam are over loaded and release of new industrial connections in such eventualities has further been stopped by the Nigam and the loads are being sanctioned subject to augmentation and extension of system. The Nigam has further reviewed the matter and has decided as under:-

- I. If a consumer is having two different connections in his name on the same feeder, he has option to shift his some load from one connection to other connection subject to the condition that this facility shall be provided only for one time.
- II. If a consumer is having one number connection on a feeder and he submits request for sanction of another connection in his name on the same feeder then also he has the option to surrender some of his load on the existing connection and equivalent capacity of surrendered load may be allowed on the applied new connection. This facility shall be available for one time only.
- III. The consumer has to submit an undertaking on NJS paper for availing this facility.

2.26 Tapping of electric supply for release of connection.

**Tapping of electric supply for release of connection (Sales Circular No. D-51/2007
Dated: 25/09/2007)**

It has been observed that domestic and commercial connections have been released by tapping the supply in between the span of line instead from the pole. This practice is not the healthy one.

The management has taken a serious view for adopting such type of practice for releasing the connections and decided that in future all electric connections shall be tapping from the pole for release of connections.

2.27 Grant of more than one connection in the same premises.

One connection in one premises (Sales Circular No. D-30/2016 Dated 22/09/2016)

Please refer to Sales Circular No. D-18/2014 vide which the guidelines for Grant of more than one connection in the same premises were circulated with due safeguard that the consumers are not allowed to circumvent the law and split the loads to avoid installation of CT meters and fixed charges (Industrial / NDS) and slab system (DS category) which causes revenue loss to the Nigam.

Now, in compliance to clause 3.8 of the HERC Regulation No. HERC/34/2016 dated 11.07.2016 on Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security Regulations, 2016, the guidelines regarding one connection in one premises are as under:-

- A consumer shall be treated as a distinct entity and shall be deemed to be an independent establishment, if
 1. it is a separate unit in duly partitioned premises owned or taken on lease/rent;
 2. there is a separate operative entrance and that the internal wiring of the premises is separate;
 3. it is registered as a separate entity/firm under the relevant law;
 4. it holds a separate Sales Tax / VAT number and is independently assessed to Income Tax;
 5. The occupant shall submit an affidavit confirming that the power will be used only for the premises for which the connection is sought and there will not be any cross supply.
- In case a tenant requires a separate connection in the same premises, he shall furnish an undertaking from the landlord duly witnessed by two neighbours stating that the landlord shall clear all the liabilities in case the tenant leaves the premises without paying the distribution licensee's dues.
- If a portion of residential/industrial premises is regularly used for any commercial activity permitted under law, the consumer shall be required to obtain a separate connection under non-domestic supply category for the portion put to commercial use. In such an event, two connections, one under

domestic supply schedule/industrial supply schedule and the other under non-domestic supply schedule shall be permitted.

- In a multi storied building, if the title of the property or the registry is floor wise or the owner produces a rent deed/lease agreement, then separate floor wise connections may be given.
- In a shop-cum-flat, one domestic supply and one non-domestic supply connection may be given.
- Anyone of the following documents shall be considered as acceptable proof of ownership or lawful occupancy of premises:
 1. In case of Agriculture supply connection;
A copy of khasra / girdawari / jamabandi / Kisan Pass Book in the name of the applicant;
 2. For all other connections;
 2. Copy of sale deed / allotment letter or lease deed or rent deed in the name of the applicant;
 2. Registered General Power of Attorney from the owner in favour of the applicant alongwith (i) above;
 2. Property tax receipt or tax demand notice as proof of ownership and rent deed or any other legal proof of being a tenant and paying rent as proof of occupancy.

For clarification if any, the HERC Notification No. HERC/34/2016 dated 11.07.2016 is available on the HERC website i.e., www.herc.gov.in

Sales Circular No. D-18/2014 is superseded.

Grant of more than one connections of NDS category in a premises – clubbing of loads (SALES INSTRUCTIONSNo.7/2005 Dated 1-7-2005).

Please refer to Sales Circular No.27/89 dated 27-7-1989 and S.C. No.10/93 dated 29-3-1993 wherein it was communicated that clubbing of load in the same premises should be done in order to prevent circumvention of the laws and loss of revenue to the Nigam by the Industrial Consumers.

Instances have come to the notice of the Nigam that a large number of such connections especially under the NDS category are still running in the same premises and have not been clubbed.

The Nigam has now decided that immediate action be taken for clubbing two or more NDS connections in the same name which exist in a premises and are contributing towards same type of business/commercial activity for which one month notice be issued to all such consumers. It should be clearly intimated to such consumers that in the event of their failure to do so, their connections are liable to be disconnected.

The idea is that the consumers are not allowed to circumvent the law and split the loads and cause revenue loss to the Nigam

Further, all the SDOs/JEs Incharge of the sub-office should note that in the event of detection of any such connections in their area, which have not been clubbed and regularized, action will be taken against them.

2.28 Dhani Connection

Release of connections to Dera/Dhanies (Sales Circular No. D-13/2017 Dated: 06/03/2017).

Please refer to Sales Circular No. D-9/2010 vide which it was directed that the Dera/ Dhanies connections shall be released from Rural Domestic Supply Feeder only.

In view of the complaints received from members of the public regarding non-release of Dera/Dhani connections, the matter has been reconsidered and it has been decided that connections to un-electrified Dera/ Dhanies will be released on AP feeders having PAT facility/ by installing PAT wherever feasible and where it is not feasible, the connection be released from the nearest RDS feeder.

The guidelines for release of connection to un-electrified Dera/Dhanies shall be as under:-

- i. The cumulative load of connections for Dera/Dhanies on AP feeders shall be restricted to 90% of the PAT capacity.
- ii. Charges shall be recovered as per HERC directions as conveyed vide Sales Circular No. D-23/2016.
- iii. DeraDhani connection from the RDS feeder shall be released after approval of XEN (OP) concerned. He will ensure that the connection is provided with minimum crossings and that crossings are provided with appropriate safety measures.
- iv. Every Sub-Division shall keep complete record of Non-AP load on AP feeders for proper accounting of energy.

Deposit works for connecting electrified Dhanis to the rural domestic feeder- Levy of Departmental charges thereof (Sales Instruction No. 27/2011 Dated 29/11/2011).

Please refer to Sales Circular No. D-21/2011 dated 10.06.2011 on the subject cited matter above.

In this regard, it is clarified that departmental charges @ 10% be levied on cost of estimate.

Guidelines for release of Dhani Connections (Sales Circular No. D- 9/2010 Dated: 15/11/2010).

After taking into consideration the guidelines as already issued vide this office Sales Instruction No. 10/2010 & 23/2010 regarding shifting / connecting of existing Dhanies to the rural Domestic feeder, Nigam Management has further decided to issue the following guidelines in general for release of new Dhani connection :-

1. The Dhani connection shall be released on rural domestic feeder only.
2. The erection 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. The LT line shall comprise of 2 core LT armored cable of adequate size as per requirement of load.
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 upto terminal to the consumer premises.

The above instructions may be brought to the notice of all concerned for careful and meticulous compliance.

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No. 3/2019/PD&C

From

Chief Engineer/PD&C,
DHBVN, Hisar.

To

1. All SE/Operations under DHBVN
2. All Xens/Operations under DHBVN
3. All SDOs/Operations under DHBVN
4. All JE Sub Offices/Operation under DHBVN

Memo No. Ch-283 | DD-169 | Vol-II **Dated: 15/2/2019**

Subject:- General guidelines for releasing of Dhani connections in DHBVN falling within 1 KM of village Lal Dora.

The matter regarding methodology for release of Dhani connections was reviewed by the Nigam Management and it was conveyed vide PD&C Instruction No. 02/PD&C/2018 dated 26.09.2018 that the Dhani connections falling within 1 Km. radius of village Lal Dora shall be released as per following guidelines:-

1. The Dhani connections will be released by extending the existing HT network through single phase and single wire system.
2. Single phase distribution Transformers of capacity 5 KVA, 10 KVA & 16 KVA in single-pole mounted configuration will be used, depending upon requirement of load.
3. For calculating capacity of the feeding distribution transformer, minimum load for each household will be considered as 2 KW.
4. Maximum loading on 5 KVA, 10 KVA & 16 KVA transformers will not exceed 4KW, 8 KW & 13 KW (sanctioned load) respectively.
5. The system will be so designed that equal load is put on each phase of 11KV feeder for load balancing in the system, for RDS feeder.
6. Single phase electronic meter will be used and installed outside the consumer premises preferably on pole on which T/F is installed or by installing additional common pole, if multiple meters are to be installed.
7. The LT network from T/F to metering point shall be laid with 2 core 10mm², 16mm² & 25mm² LT armoured cable, depending upon the requirement of the load. Beyond metering point, 2 core unarmored PVC cable will be used.
8. 3 number rod earthing will be provided for the distribution T/F as per standard design of the DHBVN.

9. The cost of extending the HT network upto distribution T/F will be borne by the Nigam.
10. ACD will be charged at normal rate as per existing instructions of the Nigam and LT line upto 150 mtrs. beyond distribution T/F will be provided free of cost i.e. its expenditure will be borne by the Nigam. For LT line beyond 150 mtrs. from distribution T/F or common point of LT line, service connection charges will be levied @ Rs.175/- per meter as per prevailing instructions of the Nigam.
11. SDOs will ensure that estimates for the above Dhani Connections under their jurisdiction are prepared within one week and submitted to competent authority for sanction. However, requirement of distribution T/Fs & GO Switches will be worked out within two days and intimated to CE/MM through respective SE/Operations.
12. The estimates shall be made from nearest RDS Feeder or the AP feeder with PAT. If any crossing is encountered with another feeder, it shall be properly safeguarded by putting sleeve or providing cable in that section.
13. The above work will be got executed through turnkey contractors empanelled against EOI-12. The major items i.e. Poles, ACSR, Cable HT/LT, Single Phase Transformers, Single Phase GO Switch shall be provided by the Nigam.

Subsequently, it was conveyed vide this office memo no. Ch-104/DD-307/D-I/Vol-I dated 22.10.2018 to install conventional sectionalizing three phase GO switch on the corresponding HT line sections at strategic location instead of single phase GO switch.

Now the matter has again been reviewed in light of bottlenecks faced in the procurement viz-a-viz non-participation of the prospective bidders against NIT floated by MM wing for further procurement of single phase transformers, and it has been decided the quantity of single phase transformers for which PO already stands placed by the spot purchase committee may be accepted. Further, the following amendments have been made for utilization of repaired / defective 25 KVA & 63 KVA DTs giving single phase/two phase output on LT side for the purpose:-

1. Wherever, a single phase transformer has not been arranged, the Dhani connections may be released by extending the existing HT network through three wire system.
2. The repaired / defective 25 KVA & 63 KVA DTs giving single phase/two phase output on LT side may be utilized being a viable techno-economical solution.

3. Provided further that only single phase supply may be made available at the LT rod of corresponding healthy phase and the other phases may be disconnected from inside the DTs.

The PD&C Instruction No. 2/PD&C/2018 stands amended to the above extent.

The above amendments should be got noted from all concerned officers/officials for strict and meticulous compliance


**Chief Engineer/PD&C,
DHBVN, Hisar.**

CC to :-

1. SPS to CMD, DHBVN, Hisar: For kind information of W/CMD, DHBVN, Hisar pl.
2. SPS to Director/Projects, DHBVN, Hisar: For kind information of Director/Proj., pl.
3. PS to the Director/OP., DHBVN, Hisar: For kind information of Director/OP, pl.
4. Chief Engineer/Operations, DHBVN, Hisar and Delhi.
5. Chief Engineer/MM/HR & Admn., DHBVN, Hisar.
6. Chief Engineer/Smart City, DHBVN, Gurugram.
7. Controller of Finance, DHBVN, Hisar.
8. Chief Technology Officer, DHBVN, Hisar.
9. FA&CAO/PD&C/MM, DHBVN, Hisar.
10. CAO/Finance/Accounts/Audit/HQ, DHBVN, Hisar.
11. S.E/IT, DHBVN, Hisar.
12. Controller of Stores, DHBVN, Hisar.
13. SE/Op., DHBVN, Fatehabad. He shall carry out the work on 2-3 sites near to main Highway within next one week as sample to be followed by other offices.
14. SE/Commercial, DHBVN, Hisar.
15. Xen/Monitoring, DHBVN, Hisar.
16. CCO, DHBVN, Hisar.

Dakshin Haryana Bijli Vitran Nigam

Instruction No. 1/2019/PD&C

From

Chief Engineer/PD&C
DHBVN, Hisar.

To

All CEs/ SEs/XENs/SDOs/Op,
JEs/-Incharge Sub office in DHBVN.

Memo No Ch-205/DD-169/Vol-II dt 28.1.2019

Sub:- Defining the word 'Dhani' for the purpose of release of electricity connection.

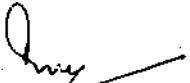
It has been observed that with the passage of time many families residing within the tal dora of the villages have migrated due to family issues, feuds or otherwise and have established their habitations in their agricultural lands. Some of the nomadic families, migratory in nature have settled in clusters at remote places which are far flung from the concerned villages. There has always been an issue regarding providing basic amenities to such solitary/cluster of houses which inter-alia includes electrical infrastructure as it entails phenomenal expenditure.

Accordingly, a need has arisen to outline a minimum eligibility criteria for classifying 'Dhani' in the official revenue record so that the basic amenities can be extended as per the prevailing rules and regulations of the concerned departments. As such, it has been decided that the minimum eligibility criteria for release of connection to un-electrified dhonis (as per methodology already outlined in PD&C No. 2/2018/PD&C dated 26.09.2018 read in conjunction with amendment issued vide this office memo no. Ch-104/DD-307/D-I/Vol-I dated 22.10.2017) shall henceforth be as under:-

1. A cluster having population of 10 or more persons falling within a radial distance of 300 mtrs from any reference point located within the cluster. For such clusters purported to be categorized as dhani, supply can be given by providing a single phase distribution transformer of 5 KVA/10KVA/16KVA capacity as per requirement of the load of dhonis.

by installing it at a suitable place. The above limit of 300 mts has been prescribed in view of the fact that it is the permissible length of LT line as per existing practice followed in DHBVN.

The above decision should be got noted from all concerned officers/officials for strict and meticulous compliance please.


Chief Engineer/PD&C
DHBVN, Hisar.

CC to:-

1. SPS to CMD, DHBVN, Hisar for kind information of worthy CMD, DHBVN, Hisar please.
2. SPS to Director/Projects, DHBVN, Hisar for kind information of Director, please.
3. SPS to Director/Op, DHBVN, Hisar for kind information of Director, please.
4. Chief Engineer/Commercial/MM/HR & Admn, DHBVN, Hisar.
5. Chief Engineer/Smart City, DHBVN, Gurugram.
6. Chief Technology Officer, DHBVN, Hisar.
7. Controller of Finance, DHBVN, Hisar.
8. FA&CAO/MM/PD&C, DHBVN, Hisar.
9. CAO/Finance/Accounts/Audit/HQ, DHBVN, Hisar.
10. SE/IT, DHBVN, Hisar for uploading the instructions on the official website please.
11. Controller of Stores, DHBVN, Hisar.
12. SE/M&P, DHBVN, Hisar.
13. XEN/Monitoring, DHBVN, Hisar.
14. CCO, DHBVN, Hisar.

DAKSHIN HARYANA BILI VITRAN NIGAM

Instruction No. 03/2018/PD&C

From

Chief Engineer/PD&C,
DHBVN, Hisar.

To

1. All SEs/Operation, under DHBVN
2. All XENs/Operation, under DHBVN
3. All SDOs/Operation, under DHBVN
4. All JE Sub offices/Operation, under DHBVN

Memo No:- Ch-207/DD-169/Vol-III Dated:- 26/11/2018

Sub:- Erection charges for installation of Single phase 5 KVA, 10 KVA & 16 KVA distribution transformers as well as specification /size of platform set to be installed for installation of single phase distribution transformers for providing Dhani connections falling within 1 Km from village Lal dora.

Please refer to guidelines circulated by this office vide P&D Instruction No. 2/2018/PD&C regarding release of electricity connections to un-electrified Dhonis falling within 1 Km from village Lal dora and & partial amendment issued thereof vide this office memo no. Ch-104/DD-307/D-I/Vol-I dated 22.10.2017(copy enclosed) for providing of conventional three phase GO switch instead of single phase GO switch.

In this regard, various feedbacks have been received from field offices wherein they have requested to clarify the applicable erection charges for installation of 5KVA, 10 KVA & 16 KVA single phase DTs as well as specification /drawing of platform set to be used for installing such transformers.

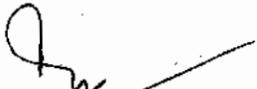
On the above issues, it has been decided as under:-

1. For estimation purposes, the erection charges as specified for 25 KVA in the labour schedule rates /erection charges (including GST) of 33 KV, 11 KV & LT turnkey works circulated vide this office memo no. Ch-8/DDD-193/P&D dated 14.05.2018 shall also be applicable to 5 KVA, 10 KVA & 16 KVA Single phase DT.

2. Regarding platform set for placement of 5 KVA, 10 KVA & 16 KVA Single Phase T/F on single pole structure for releasing Dhani connections, the already approved P&D Drawing No. DRG. No./CE/P&D-14 9 (copy enclosed) may be followed.

The above should be got noted from all concerned officers/officials for strict and meticulous compliance.

DA/As above



**Chief Engineer/PD&C,
DHBVN, Hisar**

CC to:

1. SPS to CMD, DHBVN, Hisar for kind information of Worthy CMD please.
2. SPS to Director/Projects, DHBVN, Hisar for kind information of Director please.
3. PS to Director/Operation, DHBVN, Hisar for kind information of Director please.
4. CE/OP, DHBVN, Hisar/Delhi.
5. C.E/MM/HR& Admin., DHBVN, Hisar.
6. Chief Engineer/Smart City, DHBVN, Gurugram.
7. Controller of Finance, DHBVN, Hisar.
8. Chief Technology Officer, DHBVN, Hisar.
9. FA&CAO/PD&C/MM, DHBVN, Hisar.
10. CAO/Finance/Accounts/Audit/HQ, DHBVN, Hisar.
11. S.E/IT, DHBVN, Hisar. It is requested to upload the instruction on website.
12. Controller of Stores, DHBVN, Hisar.
13. SE/Commercial, DHBVN, Hisar.
14. XEN/Monitoring, DHBVN, Hisar.
15. CCO, DHBVN, Hisar.



DAKSHIN HARYANA BIJLI VITRAN NIGAM
Office of the Chief Engineer/PD&C, Vidyut Sadan,
Vidyut Nagar, Hisar-125005
Tel: 01662-223187, Website : www.dhbvn.com Email :
cepdcdhbvn@gmail.com

To

All Superintending Engineer/OPs,
Under DHBVN

Memo No. Ch-104/DD-307/D-I/Vol-I Dated:- 22-10-2018

Subject:- Instructions regarding not providing of GO Switches on Individual Single Phase T/Fs of ratings 5 KVA, 10 KVA & 16 KVA, to be installed for release of Deras-Dhanis connections

This is in continuation of this office Instruction No.2/PD&C/2018, issued vide its memo No. Ch-205/DD-169/Vol-III dated 26.09.2018 regarding release of Deras-Dhanis connections.

The matter has further been reviewed and it has been decided that GO Switches should not be provided on individual single phase distribution transformers of ratings 5KVA, 10KVA & 16 KVA for release of Deras-Dhanis connections. In place thereof, sectionalizing conventional GO Switches should be installed on the corresponding HT line sections, at strategic locations. Provision in the estimates should, therefore, be made accordingly by the field offices.

Chief Engineer/PD&C
DHBVN, Hisar.

CC to:-

1. Sr.P.S. to CMD, DHBVN, Hisar for kind information of CMD please.
2. Sr.PS to Director/OPs, DHBVN, Hisar for kind information of Director please.
3. PS to Director/Projects, DHBVN, Hisar for kind information of Director please.
4. Chief Engineer/MM, DHBVN, Hisar.
5. Chief Engineer/OP, DHBVN, Hisar.
6. Chief Engineer/OP, DHBVN, Delhi
7. SE/Construction Circle, DHBVN, Hisar.
8. SE/MM, DHBVN, Hisar.
9. C.O.S., DHBVN, Hisar.
10. SPC Committee Members viz. (i) CE/HR & Admin., DHBVN (ii) SE(OP), Fatehabad (iii) FA/MM, DHBVN for their information & further necessary action please.

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No. 02/2018/PD&C

From

Chief Engineer/PD&C,
DHBVN, Hisar.

To

1. All SE/Operations under DHBVN
2. All Xens/Operations under DHBVN
3. All SDOs/Operations under DHBVN
4. All JE Sub Offices/Operation under DHBVN

Memo No. Ch-205/ DDD -169 | Vt/- II

Dated: 26.09.2018

Subject:- General guidelines for releasing of Dhani connections in DHBVN falling within 1 KM of village Lal Dora.

The matter regarding methodology for release of Dhani connections has been reviewed by the Nigam Management and it has been decided that the Dhani connections falling within 1 Km. radius of village Lal Dora shall be released as per following guidelines:-

1. The Dhani connections will be released by extending the existing HT network through single phase and single wire system.
2. Single phase distribution Transformers of capacity 5 KVA, 10 KVA & 16 KVA in single-pole mounted configuration will be used, depending upon requirement of load.
3. For calculating capacity of the feeding distribution transformer, minimum load for each household will be considered as 2 KW.
4. Maximum loading on 5 KVA, 10 KVA & 16 KVA transformers will not exceed 4KW, 8 KW & 13 KW (sanctioned load) respectively.
5. The system will be so designed that equal load is put on each phase of 11kV feeder for load balancing in the system, for RDS feeder.
6. Single phase electronic meter will be used and installed outside the consumer premises preferably on pole on which T/F is installed or by installing additional common pole, if multiple meters are to be installed.
7. The LT network from T/F to metering point shall be laid with 2 core 10mm², 16mm² & 25mm² LT armoured cable, depending upon the requirement of the load. Beyond metering point, 2 core unarmored PVC cable will be used.
8. 3 number rod earthing will be provided for the distribution T/F as per standard design of the DHBVN.

9. The cost of extending the HT network upto distribution T/F will be borne by the Nigam.
10. ACD will be charged at normal rate as per existing instructions of the Nigam and LT line upto 150 mtrs. beyond distribution T/F will be provided free of cost i.e. its expenditure will be borne by the Nigam. For LT line beyond 150 mtrs. from distribution T/F or common point of LT line, service connection charges will be levied @ Rs.175/- per meter as per prevailing instructions of the Nigam.
11. SDOs will ensure that estimates for the above Dhani Connections under their jurisdiction are prepared within one week and submitted to competent authority for sanction. However, requirement of distribution T/Fs & GO Switches will be worked out within two days and intimated to CE/MM through respective SE/Operations.
12. The estimates shall be made from nearest RDS Feeder or the AP feeder with PAT. If any crossing is encountered with another feeder, it shall be properly safeguarded by putting sleeve or providing cable in that section.
13. The above work will be got executed through turnkey contractors empanelled against EOI-12. The major items i.e. Poles, ACSR, Cable HT/LT, Single Phase Transformers, Single Phase GO Switch shall be provided by the Nigam.

The above should be got noted from all concerned officers/officials for strict and meticulous compliance.



**Chief Engineer/PD&C,
DHBVN, Hisar.**

CC to :-

1. SPS to CMD, DHBVN, Hisar: For kind information of W/CMD, DHBVN, Hisar pl.
2. SPS to Director/Projects, DHBVN, Hisar: For kind information of Director/Proj., pl.
3. PS to the Director/OP., DHBVN, Hisar: For kind information of Director/OP, pl.
4. Chief Engineer/Operations, DHBVN, Hisar and Delhi.
5. Chief Engineer/MM/HR&Admn., DHBVN, Hisar.
6. Chief Engineer/Smart City, DHBVN, Gurugram.
7. Controller of Finance, DHBVN, Hisar.
8. Chief Technology Officer, DHBVN, Hisar.
9. FA&CAO/PD&C/MM, DHBVN, Hisar.
10. CAO/Finance/Accounts/Audit/HQ, DHBVN, Hisar.
11. S.E/IT, DHBVN, Hisar.
12. Controller of Stores, DHBVN, Hisar.
13. SE/Op., DHBVN, Fatehabad. He shall carry out the work on 2-3 sites near to main Highway within next one week as sample to be followed by other offices.
14. SE/Commercial, DHBVN, Hisar.
15. Xen/Monitoring, DHBVN, Hisar.
16. CCO, DHBVN, Hisar.

2.29 Mhara Gaon Jag Mag Gaon

MharaGaon Jag Mag Gaon (MGJG) scheme (Sales Circular No. D- 37/2021 Dated: 17/09/2021).

In compliance to the decision of the State Govt. of Haryana to curb theft of power, improving billing efficiency and quality of service to the consumers of the selected RDS feeders, the Mhara Gaon Jag Mag Gaon scheme was launched by the Nigam vide sales circular No. D-25/2015 dated 24.07.2015. Later on, the scope of MGJG scheme was further extended to DeraDhanies connected on Agriculture Feeders having PAT transformers vide Sales Circular no. D-05/2019. However, during the course of execution of the MGJG scheme, certain provisions of the scheme were amended by the Nigam vide Sales Circular No. D-5/2017 & D-16/2019.

2. However, the guidelines for Mhara Gaon Jag Mag Gaon (MGJG) scheme have been clubbed together for convenience of field offices as under:-

The MGJG Scheme shall be applicable throughout the jurisdictional area of DHBVN and shall benefit the consumers residing in villages and those residing in DeraDhanies which are connected to the Agriculture feeders having installed PAT transformer. The salient features of the scheme are mentioned as under:-

A. Waiver of surcharge and payment in installments

- i) In case the village opts for the MGJG scheme, the consumers will be allowed to deposit the principal amount in lump sum or in a maximum of six equal bi-monthly installments payable along with the next six bills. In case, the consumer opts to pay in lump-sum, additional rebate of 5% on assessed principal amount will be allowed.
- ii) Surcharge amount as on date/ month of opting the scheme shall be frozen.
- iii) After one year i.e. on payment of six bills, 40% of the frozen surcharge amount will be waived off. Another 30% of the frozen surcharge amount will be waived off at the end of second year on full payment of bills during the year and the remaining amount of frozen surcharge will be waived off at the end of third year on full payment of bills during the year.
- iv) In case the consumer defaults in the payment of three consecutive bills after opting for the scheme, the frozen surcharge will be revived and restored, to the extent of un-waived surcharge amount i.e.

- a) If the default occurs during the first year, 100% of the frozen surcharge amount shall be revived;
- b) If the default occurs during the second year, 60% of the frozen surcharge amount shall be revived; and
- c) If the default occurs during the third year, 30% of the frozen surcharge amount shall be revived.
- v) In case of disconnected consumers, reconnection will be made on payment of first installment without reckoning it as a new case, after charging RCO fee as applicable i.e. Rs. 100/- for DS and Rs. 200/- for NDS/LT supply category, provided the disconnection has been affected within six months. In case of disconnection older than six months, the applicant shall be treated as a new consumer.

B. Enhancement of Power Supply hours

- i. Following activities shall be carried out in the villages to improve the quality of service to consumers :
 - a. Replacement of bare conductor with armoured single core cable.
 - b. Replacement of defective/electro mechanical meters.
 - c. Shifting of meters outside the premises on poles.
 - d. Maintenance of DTs.
 - e. Maintenance of LD system
 - f. While replacement/relocation of meter as a onetime measure, the meter would be replaced on the spot without further checking from the M&T Lab.
 - g. Proper metering of AP connections being fed from common DT in the Dera/ Dhani through electronic meter relocated on the pole.
- ii. When the naked LT conductor of the village/Dera Dhanies is fully changed into single core armoured cables as per site requirement and the meters of all the households have been brought out, the power supply to the villages/DeraDhanies will be increased from 16 hours to 18 hours.
- iii. The supply hours to RDS feeders and to Dera Dhanies (supplied through PAT installed AP feeder) may further be increased where work under MGJG has been completed and there is substantial reduction in T&D losses and increase in collection efficiency.
- iv. In case a village doesn't help in installation of armoured cables to replace

bare ACSR, replacement of meters and bringing them outside the houses, eventually leading to increase in losses, the increased supply of power be reversed back to the original level.

C. Campaigning

DHBVN along with Senior officers of the District Administration will hold the Bijli Panchayat in all the villages on the RDS feeders. Suitable date and time of holding Bijli Panchayat in the villages will be got fixed by the SE/XEN (OP) concerned in consultation with Deputy Commissioner of the district.

- (a) In the Bijli Panchayats, relevant data relating to the village concerned will be presented. Copies of that data will also be given to the members of Panchayat and others present. During these meetings, co-operation of Sarpanch/Panches and village residents including Govt, employees will be sought. The officers of the Nigam will present a plan of action for improving the system and services in the village. All electricity related problems in the village shall be addressed.
- (b) Following activities are to be performed on the day of Bijli Panchayat:-
 - i) Making villagers aware of the problems and hearing their grievances
 - ii) Bill dispute settlement on spot.
 - iii) Release of new connection on spot.
 - iv) Extension of load regularization on spot
 - v) Awareness on using energy efficient appliances for reducing units consumed.
 - vi) Surcharge waiver scheme awareness.

D. Energy Auditing

- i) For measuring the power supplied to the village, the meter shall be installed on all the points from which 11 KV lines goes into the village.
 - ii) The energy auditing of common DTs (feeding AP as well as Domestic consumers) falling on the PAT enabled AP feeders will be carried out regularly and supply hours regulated accordingly
3. Wide publicity of the above scheme should be given and the above instructions should be brought to notice of all concerned for meticulous compliance.

The Sales Circular No. D-25/2015, D-05/2017, D-05/2019 & D-16/2019 are hereby superseded.

Deen Dayal Upadhyaya Gram Joyti Yojna (Sales Circular No. D-4/2018 Dated: 23/01/2018).

Govt. of India has launched Deen Dayal Upadhyaya Gram Joyti Yojna with the following objectives:-

1. To provide electrification to all villages.
2. Feeder separation to ensure sufficient power to farmers and regular supply to other consumers.
3. Improvement of sub transmission and distribution network to improve the quality and reliability of the supply.
4. Metering to reduce the losses.

Since the activities being carried out in the village covered under 'DDUGJY' is akin to Mhara Gaon Jagmag Gaon Yojna ('MGJGY'), it has been decided to introduce surcharge waiver scheme, reconnection of disconnected consumers and impunity from framing of theft case in case of replacement of defective meter in these villages on similar pattern of 'MGJGY', as per details given below:-

- (i) The consumer will be allowed to deposit the principal amount in lump sum or in a maximum of six equal bi-monthly installments payable along with the next six bills. In case, the consumer opts to pay in lump-sum, additional rebate of 5% on assessed principal amount will be allowed.
- (ii) Surcharge amount as on the date/ month of opting the scheme shall be frozen.
- (iii) After one year i.e. on payment of six bills, 40% of the frozen surcharge amount will be waived off. Another 30% of the frozen surcharge amount will be waived off at the end of second year on full payment of bills during the year and the remaining amount of frozen surcharge will be waived off at the end of third year on full payment of bills during the year.
- (iv) In case the consumer defaults in the payment of three consecutive bills after opting for the scheme, the frozen surcharge will be revived and restored, to the extent of un-waived surcharge amount i.e.
 - a) If the default occurs in during the first year, 100% of the frozen surcharge amount shall be revived;
 - b) If the default occurs in during the second year, 60% of the frozen surcharge amount shall be revived; and

- c) If the default occurs in during the third year, 30% of the frozen surcharge amount shall be revived.
- (v) In case of disconnected consumer, reconnection will be made on payment of first installment without reckoning it as a new case, after charging RCO fee as applicable i.e. Rs. 100/- for DS and Rs. 200/- for NDS category, provided the disconnection has been affected within six months. In case of disconnection older than six months, the applicant shall be treated as a new consumer.
- (vi) As a onetime measure, the defective meter to be replaced under 'DDUGJY' would not be subject to further checking from the M&T Lab.

**Constitution of Haryana Swarn Jayanti Bijli Samities (Sales Circular No. D-20/2016
Dated: 08/08/2016).**

Enclosed please find herewith the copy of the Power Department GoH Notification No. 16/26/2016-4P notified on dated the 22nd July, 2016 for necessary compliance.

The details of Bijli Samities so constituted may be intimated to the Coordinator/Xen Monitoring, DHBVN, Hisar.

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Sales Circular No. D-20/2016

From

CE/Commercial,
DHBVN, Hisar.

To

All CEs/SEs/XENs/SDOs/OP,
JEs-I, Incharge Sub office, in DHBVN.

Memo No. Ch- 20/SE/Comml./R-16/394/2016: S/C Dated: 8/8/2016

Subject:- Constitution of Haryana Swarn Jayanti Bijli Samities.

Enclosed please find herewith the copy of the Power Department GoH Notification No. 16/26/2016-4P notified on dated the 22nd July, 2016 for necessary compliance.

The details of Bijli Samities so constituted may be intimated to the Coordinator/Xen Monitoring, DHBVN, Hisar.

The above instructions should be brought to the notice of all concerned for careful and meticulous compliance with immediate effect.

DA/As above

Varon
SE/Commercial,
For CE/Commercial
DHBVN, Hisar.

**HARYANA GOVERNMENT
POWER DEPARTMENT
NOTIFICATION**

No.16/26/2016-4P

The 22nd July, 2016

Electricity is basic need of all segments of society. In order to address various issues relating to supply of electricity in all the 230 sub divisions of both the electricity distribution companies (DISCOMs) of the State, the Government of Haryana has decided to constitute "Haryana Swarn Jayanti Bijli Samitis" in every Operation Sub Division of Uttar Haryana Bijli Vitran Nigam and Dakshin Haryana Bijli Vitran Nigam Limited.

2. The "Haryana Swarn Jayanti Bijli Samiti" will consist of the following members:
 - (i) Representatives of Industrial Association & Traders-2 No
 - (ii) Representatives of Resident Welfare Association (Urban Area)/Rural Domestic Consumers-2 No
 - (iii) Representatives of farmers (wherever applicable)-2 No
 - (iv) Women Representatives-2 No.
 - (v) Public Water Works department representative-1 No.
 - (vi) Representative from District Administration-1 No
 - (vii) Representative of concerned Chairman, Municipal Corporation/Council of Committee k (in case of Urban Areas).
 - (viii) Concerned Zila Parishad Members (in case of Rural Areas).
 - (ix) Representative of Chairman, Panchayat Samities.

SDO of the Sub Division concerned will be convener of the Samiti.
3. The nominees as per S.No.2 above will be appointed by the Deputy Commissioner concerned. All the members shall be ordinary residents of the area under the jurisdiction of the Sub Division concerned. There will be only one nominee from one village.
4. Meeting of the Samiti shall be held at-least once in two months and the same will be convened by the SDO Operation concerned. The meetings will be held in the offices of SDO Operation only.
5. Standing agenda for discussion in the meeting of the Samiti shall be as follows:-
 - (i) Status of power supply to various categories.
 - (ii) Status of loading of network, new projects etc.
 - (iii) Status of distribution and AT&C losses in the area.
 - (iv) Consumer tariff and other commercial information.
 - (v) Consumer Grievances Redressal.

Any other agenda can be discussed as proposed by any of the member of the concerned.

It shall be tried that the grievances of the consumers if any are redressed on the spot.

6. A register for recording proceedings of the meetings of Samitis shall be maintained by the SDO Operation. Issues raised as well as discussions held will be recorded in the register. It shall be got signed from all the members who may be present in the meeting.
7. A copy of the proceedings will be sent by the SDO to XEN and SE Operation of the district, who in turn will compile the information relating to all the Operation Sub Divisions under their charge. The S.E. Operation of the district will analyse the nature of grievances being put forward and suggest policy level remedial measures to be taken by the management.
8. An expenditure upto Rs.2000 per meeting may be incurred for convening the meeting of the Samiti, including expenditure on refreshments.
9. The Government of Haryana further orders that S.E. Operation concerned of the district will get the names of the members of various Samitis notified from the Deputy Commissioner within 15 days, and first meeting of the Samiti shall be held within 30 days of the issuance of this notification.

(Rajan Gupta)

Additional Chief Secretary to Government, Hr.,
Power Department

SECTION-III

ALTERATION/ADDITION TO EXISTING CONNECTIONS

3.1 Delegation of Powers for the applications pertaining to Change of Name / Reduction of Load / Sanction of Load/Refund cases

Sanction of load for release of New Connection, Extension of load and approval of Electrification Plan, in case of load 500 KW/KVA or above (Sales Circular No. D-8/2021 Dated: 09.04.2021)

Sales Circular No. D-11/2020 dated 23.06.2020 was issued to expedite the processing of sanction of load and to propagate 'Ease of Doing Business', accordingly power to sanction loads and approval of electrification plan was delegated to SE/R-APDRP, DHBVN, Hisar.

Subsequently Sale Circular D-31/2020 dt 09/12/2020 was issued wherein power to sanction these loads and approval of electrification plan was delegated to Chief Engineer/Commercial, DHBVN, Hisar. However, SE/R-APDRP, DHBVN, Hisar will continue to scrutinize & process these cases and report to CE/Commercial, DHBVN, Hisar for the same.

It has been observed that the demand of electricity in the Industrial & Commercial sectors and in the areas being developed by builders/developers/colonizers is rising day by day. However, processing of cases of New Connection, Extension of load and Electrification Plan, related to builders/developers/Colonizer, requires close co-ordination with HVPN to overcome the issues of system feasibility constraints besides looking at the integrated planning & design aspects of electrical system for the creation of the required electrical infrastructure and similar other technical matters.

Since development and readiness of electrical infrastructure is paramount for expediting the load sanction and release of electricity connection to the large supply consumers, whose contribution towards revenue is quite significant, accordingly, it has been decided that:-

1. Joint Technical Feasibility Report (TFR) shall be expedited by SE(OP) in coordination with SE/TS and SE/NCR (as the case may be) within 10 days (5 days each shall be admissible for DHBVN & HVPN) of its demand by the office of CE/Commercial.
2. Sanction of load and approval of electrification plan, in case of load 500 KW/KVA or above, shall be done by CE/Commercial. However, SE/R-

APDRP, DHBVN, Hisar will continue to scrutinize & process these cases and report to CE/Commercial, DHBVN, Hisar for the same.

3. SE(OP) shall be the Nodal In-charge for expediting the release of connection. Moreover, regular functioning of the following corporate governing structure further to be ensured by CE(OP) for better consumer connect, dissemination of the information and improving consumer satisfaction:
 - Upto 500 kW consumer category - SDO OP shall be Relationship Manager.
 - Upto 2 MVA consumer category - XEN OP shall be Relationship Manager.
 - Above 2MVA consumer category - SE OP shall be Relationship Manager.

Relations Manager shall be the single point of connect and shall ensure the establishment of digital communication channel with the elite consumer group/Industrial/Commercial Business Houses for dealing with their matter with DHBVN. Besides this, bi-monthly/quarterly open house meetings/interactions by the senior & management level officers of Nigam with the elite consumer group/Industrial/Commercial Business Houses/Associations shall also be part of the curriculum.

4. CE/Commercial, shall also establish an independent Feedback Cell for the assessment of consumer satisfaction rate.
5. The subject cited activity shall be monitored by Director/Project, DHBVN, Hisar. However, it is also to be apprised to WTDs of DHBVN by CE/Commercial, DHBVN through regular monthly agenda.

Release of new connection / EOL & ROL of HT and LT / CT connections (Sales Circular No. D-1/2019 Dated: 01/01/2019)

Please refer to Sales Circular No. D-22/2014 dated 6/5/2014 vide which Operation Wing was authorized to release of HT / LT - CT connections by following due procedure given in the above said circular.

Now, it has been decided that Sales Circular No. D-22/2014 is also applicable for EOL/ROL of HT / LT - CT connections.

Revised Delegation of Powers for the applications pertaining to Change of Name and Reduction of Load (Sales Circular No. D-2/2019 Dated: 02/01/2019).

This is in continuation of existing provision of Sales circular No.D-40/2016, D-7/2018, vide which the delegation of powers with respect to applications for new connection, extension of load, reduction of load and change of name were notified, which are being exercised as under:-

- | | |
|---|---|
| i. Up to 50KW | - SDO(OP) |
| ii. Greater than 50 KW and up to 500 KW | - XEN (OP) |
| iii. Greater than 500 KW/KVA | - CE(Commercial)
(w.e.f. 21/12/2016) |
| | SE (Commercial)
(w.e.f. 9/2/2018) |
| | SE/R-APDRP)
(w.e.f. 20/2/2018) |

However, during the review of pendency of applications pertaining to change of name and reduction of load, it is generally observed that for change of name and reduction of load only paper formalities are required as rarely any change in voltage is required on reduction of load and the applications are to be processed at sub division level.

Accordingly, following revised Delegation of Power and timelines for processing the cases of change of name and reduction of load are notified as under:

1) Reduction of Load: - The applications for reduction of load will be processed as per following: -

- a) All the applications (new as well as existing) will now be processed and approved by the concerned SDO (OP).
- b) As per sales circular no. D-1/2019, SDO/Operation was authorized to release new, EOL/ROL of HT / LT - CT connections.
- c) There would only be 4 processing steps in the online system for reduction of load applications.
 - i. **Step 1 [New Application for completeness]:** - The sub division i.e. CC has to scrutinize the charges, identity proof & authorization of applicant and any no dues of current electricity bill.
 - ii. **Step-2 [Issue of SJO to CA]:** Wherever documents are complete as per step -1, in step 2, the SJO be issued to CA for effecting the changes in the billing system.

- iii. **Step-3 [Release]:** - For completing process, the following information supplied by CA will be updated on the portal by CC for completing the process.
 - ❖ Advice No. / Reference No., vide which changes have been made in the billing system.
 - ❖ Billing month in which the changes will be reflected
 - iv. **Step-4** - Simultaneously, the information shall be given to the JE concerned and M&P Wing.
- (d) **Timelines:** - For above, the timelines would be 3 days from the date of completeness of application. However, in view of technical reason of binder open, the changes in the billing system be immediately undertaken on closing of binder.
- (e) **In case of change in voltage:- In case of change in voltage on reduction of load, the sub division shall process the case as per the relevant procedure and delegation for new connection HT/LT, whichever is the case may be.**
- 2) Change of Name:** - The applications for change of name will be processed as per following: -
- (a) All the applications (new as well as existing) will now be processed and approved by the concerned SDO (OP).
 - (b) The documents required for change of name would be as per the simplified procedures notified vide sales circular no. D-09/2018 dated 13.02.2018.
 - (c) There would only be only 4 processing steps in the online system for change of name applications.
 - (i) **Step 1 [New Application for completeness] :-** The subdivision i.e. CC has to scrutinize the application processing fee, identity proof & authorization of applicant and documents required for change of name as per Sales Circular no. D-9/2018 dated 13/2/2018.
 - (ii) **Step-2 [Issue of SJO to CA]:-** Wherever documents are complete as per step -1, the SJO be issued to CA for effecting the changes in the billing system.
 - (iii) **Step-3 [Release]:** - After amending the information in billing system, for completing the process, following information supplied by CA will be updated on the portal by CC for completing the process.
 - ❖ Advice No. / Reference No., vide which changes have been made in the billing system.
 - ❖ Billing month in which the changes will be reflected.

(iv) Step-4 - Simultaneously, the information shall be given to the JE concerned and M&P Wing.

(d) Timelines: - For above, the timelines would be 3 days from the date of completeness of application. However, in view of technical reason of binder open, the changes in the billing system be immediately undertaken on closing of binder.

Processing of applications for new connection, extension of load, reduction of load, change of name and approval of electrification plan, in case of load of 500 KW/KVA or above (Sales Circular No. D-10/2018 Dated: 26/02/2018)

Please refer to Sales Circular No. D-40/2016 dated 2/12/2016 & D-07/2018 dated 09/02/2018 vide which detailed instructions were issued regarding processing of application for new connection, extension of load, reduction of load, change of name and approval of electrification plan, in case of load of 500 KW/KVA or above.

Now, it has been decided by Nigam Management that the following works will be dealt by SE/R-APDRP, DHBVN, Hisar instead of SE/Commercial, DHBVN, Hisar with immediate effect:-

1. Processing and approval of electrification plans of builders.
2. Processing and sanction of load for all the applications of new connections/extension of load/reduction of load/change of name/change of category etc. having load 500 KW/KVA and above.
3. Matter relating to planning and construction of 33 KV switching stations in new sectors of Gurugram and Faridabad for release of connection of builders.

Simplified Procedure for processing change of name cases (Sales Circular No. D-9/2018 Dated: 13/02/2018).

The existing guidelines for processing change of name cases are quite cumbersome and entail compliance of numerous formalities by the applicant including deposition of ACD, service connection charges, processing fee, meter security charges etc. by treating it at par with release of new connection.

2. In order to deliver hassle free services to the consumers in line with the objectives envisaged under 'Ease of Doing Business', Nigam Management has reviewed the matter and it has been decided to frame simplified procedure for processing change of name cases as under:-

i) In case of transfer of Domestic & Non Domestic connection in the name of legal heir :-

a. The applicant shall apply for change of name in the prescribed form (A&A Form). The application shall be accepted on submitting the following documents:-

- i. In case of death of existing consumer, the death certificate of deceased along with documentary proof establishing the relationship of the applicant with the deceased.
- ii. In all other cases, No objection certificate for transfer of connection in the name of applicant shall be required from the existing consumer along with documentary proof establishing the relationship of the applicant with the existing consumer;

Provided that in case the existing consumer refuses to furnish NOC, the change of name shall be allowed if the applicant is able to produce proof of occupancy of the premises along with undertaking that the change of electricity connection in his/her name does not confer upon him/her any occupation or ownership right over property concerned.

- b. The applicant shall also submit an undertaking that he/she shall be liable to clear any dues against the previous consumer pointed out subsequently at any stage by the audit party on account of period of the previous consumer.
- c. The applicant shall not be required to deposit any charges whatsoever in aforesaid cases
- d. Same Account no. will be allotted to the applicant.
- e. Change of name shall be effected within 7 days from the date of receipt of application along with requisite documents.

ii) In case of transfer of connection on account of change in registered name of the Company/Firm :-

- a. The applicant shall apply for change of name in the prescribed form (A&A form) along with valid proof for change in registered name of Company/Firm.
- b. The applicant shall not be required to deposit any charges whatsoever in aforesaid cases
- c. Same Account no. will be allotted to the applicant.

- d. Change of name shall be effected within 7 days from the date of receipt of the application along with requisite documents.

Processing of applications for new connection, extension of load, reduction of load, change of name or approval of electrification plan, in case of load of 500 KW/KVA or above (Sales Circular No. D-7/2018Dated: 09/02/2018).

Please refer to Sales Circular No. D-40/2016 dated 2/12/2016 vide which detailed instructions were issued regarding processing of application for new connection, extension of load, reduction of load, change of name or approval of electrification plan, in case of load of 500 KW/KVA or above.

2. The Clause (a) of the above circular is amended to the extent that henceforth SE/Commercial will be competent to decide all cases of load of 500 KW/KVA or more.

The Sales Circular No. D-40/2016 is amended to the above extent. All other terms & conditions of the above Sales Circular will remain unchanged

Online filing of application for new connection (Sales Instruction No.-6/2016Dated: 08/07/2016).

Please refer to Sales Circular No. D-5/2014 dated 20/1/2014 vide which online facility for filing of applications for all industrial (HT/LT) connections and for other categories where the applied load is more than 20 KW, were circulated.

Now the software application has been upgraded in accordance with the new A&A form (circulated vide Sales Circular No. D-4-2016 dated 9/2/2016) as well as to cater to all new connection applications irrespective of category and applied load. Hence, going forward all the applications for new connections received manually in the offices should be entered into the web based software application so as to enhance the transparency in the process of release of new connections.

Besides above, in compliance to the directive of the Hon'ble Commission vide ARR order dated 07.05.2015, it has been decided that Applicant/Consumers who intend to submit online application be facilitated at Division/sub-division offices by charging Rs. 50/- per application as nominal facilitation charges.

Sales Circular No. D-5/2014 is amended to the above extent.

SE 'Ops' shall ensure vide publicity of these instructions through Local Cable TV, Pamphlets and through Print Media.

Processing of applications for new connection, extension of load, reduction of load, change of name or approval of electrification plan, in case of load of 500 KW/KVA or above (Sales Circular No. D-40/2016Dated: 02/12/2016).

The existing procedure for processing of applications for new connection, extension of load, reduction of load, change of name or approval of electrification plan, in cases of load of 500 KW/KVA or above, has been reviewed and the revised guidelines are as under :-

- a) The existing provisions of Sales Circular No. D-20/2011, D-71/2013, D-72/2013 and D-33/2014 regarding delegation of powers for release of Connection/ Extension of load/ Reduction of load/ Change of name are amended to the extent that the competent authority for grant of Sanction of load/ Extension of load/ Reduction of load will be as under:-
 - (i) CE (Comml.) - 500 to 5000 KW/KVA
 - (ii) CE (Comml.) with the approval of Director (OP) - Above 5000 KW/KVA
 - (iii) CE (Comml.) - all cases of reduction of load where existing load/contract demand is 500 KW/KVA or above.
- b) Applications for all categories of connections having applied load 500 KW/KVA or above will be submitted online on the DHBVN website (www.dhbvn.com) only. No manual submission of application will be permitted. All such applications shall be processed by the office of CE (Comml.) only.
- c) **Payment of charges:** - At the time of initial application, only the processing charges and ACD are required to be paid. The second payment will be made as per the demand notice. All payments will be made online.
- d) In case of release of new connection, the applicant will upload the following documents at the time of submission of the application:
 - i. **Proof of Ownership / Legal occupation of the premises** :- Copy of sale deed/allotment letter or lease deed or rent deed / Property tax receipt or tax demand notice as proof of ownership and rent deed or any other legal proof of being a tenant and payment of rent as proof of occupancy/ allotment letter/ rent /lease deed issued by HSIIDC/Developer.
 - ii. **Proof of identity:-**

- ✓ Where the applicant is an individual (any one of the following documents) viz Aadhaar Card, Voter Identity Card, Passport, Driving License, Pan Card and Photo Identity Card issued by any Govt. Agency.
 - ✓ Where the applicant is a Company, Trust, Educational Institution, Govt. Deptt., the application form shall be signed by an authorized person along with a relevant resolution/authority letter of the company/institution concerned.
- e) **Site Visit, Feasibility Estimate Preparation and Demand Notice:-**On receipt of the application, the CE (Comml.) will process the same and in case Site Visit, Feasibility report or Preparation of Estimate is required, he will send a reference to the SE (OP) concerned who shall be responsible for doing the needful within the prescribed timeline. In case HVPN system is involved, SE (OP) shall prepare joint feasibility report in coordination with concerned SE/TS and SE/NCR (as the case may be) and upload the same alongwith consent /comments of HVPN and details of charges payable to HVPN. CE (Comml.) will sanction the load based on the feasibility report and issue the demand notice on behalf of SDO (OP) concerned.
- f) Issue of Service Connection Order (SCO): On compliance of the demand notice with the office of SDO/OP and verification of test report, the Service Connection Order (SCO) will be issued by the concerned SDO/OP.
- g) **Time lines for various activities:** The time lines for various activities for release of new connection will be as per the provisions of HERC regulations as re-produced below:

Sr. No.	Activity	Time allowed (in days) for connections on		
		11 KV	33 KV	Above 33 KV
1	Acknowledgement of receipt of	Immediately		
2	Intimating the deficiencies in the	Within 2 days from the date of receipt of		
3	Attending the deficiencies by the	Within 7 days		
4	Inspection of consumer premises	Within 7 days from the date of receipt of		
5	Issue demand notice	14	20	25
6	Compliance with the demand notice by the applicant.	Valid for 3 months in case of HT connections, which may be further extended as per the Electricity Supply		
7	Inspection and testing of consumer's	15	20	25
8	Issue Service Connection Order	05	05	10
9	Licensee/ applicant to complete the	30	45	100
10	Release of connection to the	7	7	7

In case of applications other than for new connections, only the relevant timelines contained in the table above shall apply.

- h) The SE (OP) concerned will ensure that the connection is released within the timeline specified. He shall also be responsible for uploading the date of release of connection on the Nigam Website.
- i) Required material will be drawn by the SDO (OP) as per sanctioned estimate without any allocation. In case of non-availability of any item, the same shall be made available by SE (OP).
- j) The competent authority in case of approval of Electrification Plan in the colonies/Multi-storied Buildings/Group housing societies developed by HUDA/HSIIDC/Private Colonizers/SEZ shall be as under:-
 - SE (OP) concerned - 500 KW/KVA
 - CE (Comm'l.) with the approval of Director (OP) - Above 500 KW /KVA

The Online System presently in operation is required to be customized to incorporate the aforesaid changes. So long as the amended software is not commissioned, the applications will be submitted, processed and decided manually.

Sales Circular No. D-20/2011 and D-71/2013 and other related Sales Circulars/Instructions are amended to the above extent with immediate effect. All cases involving load of 500 KW/KVA or above currently pending with any CE (OP)/ SE (OP)/ XEN (OP)/ SDO (OP) will stand transferred to the O/o CE (Comm'l.) who will process the same as per this circular.

Simplified application form for new connection, reconnection, extension of load, reduction of load and change of name (Sales Circular No. D-4/2016 Dated: 09/02/2016).

Please refer to S.I. No. 16/2015 dated 8/9/2015 vide which A&A form was circulated. Now, as the issue of simplification of forms and procedure for new connections has been deliberated from time to time keeping in view the policy directions from State and Central Governments for providing hassle free citizen services and enabling ease of business environment. Accordingly, to achieve the above objectives, the application form for new connection, reconnection, extension of load, reduction of load and change of name has been simplified and is attached as Annexure-I. Further for the registration of application for the above services, the applicant is required to submit only 2 nos. documents as given in

Annexure-II. The existing application form and document requirements are hereby superseded with the new application form and document requirement information.

It is further clarified here that for the above mentioned services, the field offices should not demand any other document like affidavit, agreement, surety, or any other document of their own from the applicants.

Online filing of application for new connection (Sales Instruction No. 3/2014 Dated 03/03/2014).

Please refer to Sales Circular No. D-05/2014 dated 20/1/2014 vide which the guidelines for Online filing of application for new connections have been circulated i.e .

For expediting the timely release of connections of Industrial consumer & high value consumers of other categories various directions have been issued from time to time. As a move to have transparent and visible process, new web-based software applications have been made functional by DHBVN on the web-site of DHBVN for which trainings in the field have already been organized. In this connection following directions are to be followed:-

1. The online application facility is available for all industrial (HT / LT) connections and for other categories where the load applied for is more than 20 KW. All application received in these categories have to be processed online through new software only.
2. For all applications received in manual form after 1st January, 2014, the same should be manually entered into the new online new connection system. It should be a regular exercise. Entry to be made on the same day.
3. Wherever the consumer applies online, it is automatically available in the system and wherever the consumer comes forward for deposit of physical application in the sub-division, the same should be entered online by the concerned sub-division official on the same day.
4. The Login-Id & Password for all the Offices will be supplied by the office DGM/IT, DHBVN, Hisar and it is requested to change the password immediately.
5. Concerned XEN/OP shall ensure that all the applications are entered online and concerned SE/OP shall be held responsible for non-compliance.
6. In case of any difficulty in implementation, the same be immediately clarified from the office of DGM/IT, DHBVN, Hisar and there should not be any excuse on this point.

Now, the matter has again been deliberated and decided in addition to the above i.e

7. The concerned SDO /XEN/SE will display on the notice board in front of their office regarding the web site and procedure for online filling of applications.
8. It will be ensured that all the columns of the A & A form are filled properly otherwise the application will not be processed.

Procedure for dealing with the cases of New Connections / Extension of load under HT category (Sales Circular No. D- 38/2014 Dated: 24/09/2014).

Please refer to Sales Circular No.D-72/2013 and D-33/2014, vide which instructions for deciding technical feasibility/connectivity were issued.

The matter has been reviewed and it has been decided that henceforth the Committee comprising of CE/OP, SE/P&D, SE/T&S, SE/OP and SE/NCR shall examine and decide the technical feasibility of all load sanction cases above 2 MVA to 5 MVA and the cases of Electrification Plan upto 5 MVA except that of private builders, developers and cases involving creation of new Sub Station of 33 KV & above.

However, for the load sanction cases upto 2 MVA and where load is available, SE/XEN/SDO 'Op' concerned will sanction the load as per competency.

Procedure for dealing with the cases of New Connections / Extension of load under HT category (Sales Circular No. D-33/2014Dated: 24/07/2014).

It has been provided in **sales circular no. 72/2013 dated 17.12.2013** issued for dealing cases of **New Connections / Extension of load under HT category**, that a committee comprising of CE/OP, SE/P&D, SE/T&S, SE/OP and SE/NCR shall examine and decide the technical feasibility/ connectivity required from HVPN in those cases which involve augmentation / creation of S/Stn. by HVPN with a viewto avoid the delay in release of HT connections. In cases where no such augmentation / creation of HVPN's S/Stn. is involved and the load is available SE/OP shall consult SE/TS regarding availability of capacity/bay and competent authority in DISCOMs will sanction the load without matter being referred to higher authorities in HVPN.

The above instructions have been reviewed and it has now been decided that above committee shall decide technical feasibility only for load Sanction cases (except

Electrification Plan and single point connections of Group Housing / Commercial Complexes / Colonies developed by Private Developers / Colonizers / HUDA / HSIIDC) with load upto 5 MVA where augmentation / creation of new S/Stn by DHBVN/HVPN is not involved.

The technical feasibility of Electrification Plan and single point connections of Group Housing / Commercial Complexes / Colonies developed by Private Colonizers / Licensee/SEZ/HUDA/HSIIDC irrespective of their load and other connections under HT category with load more than 5 MVA and load upto 5 MVA involving augmentation / creation of new S/Stn by DHBVN/HVPN shall be examined and decided by a distinct committee chaired by MD, DHBVN, Hisar and comprising of following members:-

- i) Director/Operation, DHBVN.
- ii) Director/Projects, DHBVN, Hisar
- iii) CE/PD&C, DHBVN
- iv) CE/Commercial, DHBVN (Convener)
- v) Chief Engineer/ Operation (Concerned Zone)
- vi) Chief Engineer/TS, HVPN

The applications shall be accepted at 33/66 kV level (as per the available voltage level) where the summation of load requirement of various licenses issued to the developer under one district is more than 5 MVA. While calculating the total load considering district as a unit, the load applied in Sectors where EDC/IDC has been deposited shall not be taken into consideration.

The Committee shall hold meeting twice in a month at venue and date to be notified by CE/Commercial in consultation with MD, DHBVN, Hisar. The cases for technical feasibility of connections shall be sent to CE/Commercial by CE/Op Concerned to finalize a convenient date for meeting of above committee. Notification and agenda of the meeting will be circulated by CE/Commercial to all members of the Committee, well in advance. CE/TS shall also bring along with him, concerned SE/TS and SE/NCR for consultation required in the meeting.

**Application & Agreement form in respect of new connection, reconnection, extension/reduction of load & change of name (Sales Instruction No. 13/2014
Dated: 23/05/2014).**

The copy of redesigned Application & Agreement form (4 pages) in respect of new connection, reconnection, extension/reduction of load & change of name is enclosed herewith for compliance.

This supersedes the earlier issued A&A formats.

Procedure for dealing the cases of New Connections / Extension of load under HT category (Sales Circular No. D-72/2013Dated: 17/12/2013).

In the meeting held on 4/12/2013 at Gurgaon under the Chairmanship of Principal Secretary (Power) the pending cases of HT Connections was reviewed. It was observed that the existing practice for release of HT connections is very cumbersome and often delays due to involvement of many offices including HVPN. So it has been decided that in order to avoid the delay in release of HT connections the following procedure is to be followed:

1. SDO/OP on receipt of case file (A&A form) will get the necessary charges i.e. ACD, Processing etc. deposited from the applicant. Thereafter, his office will send the case file for load sanction alongwith the estimate to Xen/OP.
2. The demand notice shall be issued to the applicant within 7 days after the sanction of load.
3. The connection shall be released after the receipt of test report within 7 days.
4. In case any observations are noticed by the sanctioning authority before sanction of load then the same shall be communicated to the SDO and it will be attended by the SDO after visiting respective office personally. No file shall be returned by any authority with the observations at any cost in future. The total time lapse between the receipt of application and the release of connection should not be more than 60 days and the competent sanctioning authority shall ensure that the matter is sorted out without back referring the cases by calling the officers / applicant.
5. There may be some cases where involvement of HVPN authority is apprehended owing to involvement of S/Stn. of 66 KV and above level. Such issues will be decided by a Committee comprising of CE/OP, SE/P&D, SE/T&S, SE/OP and SE/NCR w.r.t technical feasibility / connectivity required from HVPN. The Committee shall be required for only those cases which involve augmentation / creation of S/Stn. by HVPN. In case where no such augmentation / creation of HVPN's S/Stn. is involved and the load is available SE/OP shall consult SE/TS regarding availability of capacity/bay and competent authority in Discoms will sanction the load without matter being referred to higher authorities in HVPN. The Committee shall hold meeting on 2nd Monday of every month for reviewing such cases. In case SE/T&S is unable to attend the meeting due to pre-occupation then his representative shall be sent for the meeting who is well conversant with the cases. Failure to attend the meeting by HVPN authority office shall be treated as deemed approval for

connectivity / technical feasibility of the cases considering no objection on their part. The unresolved issues of the meeting shall be finalized before the scheduled next meeting.

6. The load sanctioning authority shall be fully responsible for timely release of the connection, as per standards of performance prescribed by HERC. The timeline will apply from date of submission of application for release of connection/extension of load.

Application brochure for HT connections (Sales Instruction No. - 3/2011 Dated: 17/02/2011).

Please refer to Sales Instruction No. 12/2010 dated 25/8/2010 on the subject cited matter above.

Matter has been reviewed by the Nigam and decided that henceforth applicant can submit his A&A form / Brochure with all the documents required for HT connection to the 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. Then SDO concerned will scrutinize the documents for correctness and examine the loading position of S/Station / Feeder and forward it along-with complete information to the load Sanctioning Authority through proper channel.

The HT Brochure can be obtained from the DHBVN offices at a fixed cost of Rs. 200/- as well as can be downloaded from website i.e [www.dhbvn.com](http://www.dhbvn.com/main/applicationform/htbrochure.pdf) (<http://www.dhbvn.com/main/applicationform/htbrochure.pdf>). In case the form is downloaded, the cost of brochure will be deposited at the time of submission of application.

Regularization of "Extension/Reduction in load of Existing Consumers (SALES CIRCULAR NO.D-4/2005 Dated: 17/05/2005)

As per existing practice, an existing consumer seeking extension/reduction of load is required to provide fresh documents/declarations for extended/reduced load, which he has to submit alongwith the application. It makes the procedure for extension/reduction in load cumbersome and difficult. There has been a general demand of consumers to simplify the procedure as no useful purpose is served by repeating all the documents for extended/reduced load.

The Nigam has accordingly decided that the consumer seeking extension/reduction of load in case there is no change of category and voltage level may be now asked to submit only a declaration in the form of affidavit (Copy annexed) alongwith latest proof of ownership of premises and authorized signatory in case of company and may not be asked to submit all those documents afresh which the consumer submits at the time of release of connection.

In case some documents are missing in the consumer case then these may be asked to supply at the time of compliance of demand notice.

3.2 Shifting of Industrial connections from one site to another/Shifting/Release of Industrial connection from urban feeder instead rural feeder.

Shifting / Release of industrial/ NDS load from RDS/AP feeders to urban /mixed urban / Industrial feeder (Sales Circular No. D-3/2018Dated: 17/01/2018).

Please refer to Sales Circular No. D-2/2015 dated 5/1/2015 vide which detailed instructions on captioned subject was issued, wherein it has been stated that HT / LT Industrial/ NDS consumer having premises upto or beyond 2 KM from the municipal limit shall be allowed for shifting / release of industrial/ NDS load from RDS/AP feeders to urban / mixed urban / Industrial feeder with the approval of CE/OP, concerned with the terms and conditions mentioned therein.

The matter has been reviewed by Nigam Management and decided as under:-

1. A consumer having load 20 KW and above shall be allowed to be shifted/released only on 11 KV supply with installation of his own transformer by providing HT metering, subject to the maximum length of feeder upto 15 KM.
2. Consumers having load below 20 KW shall not be allowed for shifting/releasing of connection from RDS/AP feeders to urban / mixed urban / Industrial feeder.
3. Dedicated Rural Domestic Feeder running on urban mode supply may also be considered for extension upto 15 KM for shifting / release of industrial/ NDS load from other RDS/AP feeders to this feeder.

Sales circular No.D-2/2015 is amended upto this extent only.

Shifting / Release of industrial/ NDS load from RDS/AP feeders to urban/mixed urban / Industrial feeder (Sales Circular No. D-2/2015 Dated: 05/01/2015).

Please refer to SC No. D-21/2005 and D-52/2013 vide which shifting releasing of industrial / NDS connection (having load 50 KW and above on 11KV metering and 20KW to 50 KW on LT/CT metering) from AP/RDS feeder to urban / mixed-urban / industrial feeder within the sub division was allowed to a consumer / applicant upto 2 Km line from the Municipal limit with the approval of SE/OP, concerned and cases having HT line more than 2 KM was allowed with the approval of CE/OP concerned, were circulated.

The matter has been reviewed and decided that the HT/LT industrial / NDS consumer cases having premises upto or beyond 2 KM from the municipal limit shall be

allowed with the approval of CE/OP, concerned with the terms and conditions given as under:-.

- i) To avoid electrical accidents, no inter mingling of supplies of two sub-stations should be allowed. All categories in a particular area should be serviced through a pre-defined sub-station and in no way, supply of other sub-station be brought in the service area of other sub-station, which is accident prone. The connections in one service area can be shifted from one feeder to the other so that category wise segregation is achieved.
- ii) A consumer having load 20 KW and above shall be allowed to be shifted / released only on 11 KV supply with installation of his own transformer by providing HT metering. Consumers having load below 20 KW shall be shifted / released on LT/CT metering.
- iii) No connection will be allowed to be shifted on Essential or continuous process industrial feeders for proper implementation of PRMs. However, essential Govt. connections are allowed to be shifted on existing essential feeder with the consent of existing consumer (Govt. Department).
- iv) The entire cost of shifting including transformer will be borne by the beneficiary.
- v) The consumer will have no right for the shifting of connection from rural to urban mode if the system conditions do not permit.
- vi) Each case will be dealt on merits and shall be approved by concerned Chief Engineer (OP).
- vii) The maximum load allowed on each 11 KV feeder will be 200 Amps and length up to 15 KMs of main trunk feeder line (length with lengthiest spur).
- viii) The shifting will be allowed only when no dues are pending from the consumer.
- ix) The timeline for approval of each case shall be as under:-
 - a. After receipt of request / consent from the consumer by the Sub-Divn., the case shall be processed after checking the site and submitted to Divn. Office within 10 working days.
 - b. The Divn. Office shall check the case as per instructions and submit to the circle office within 5 working days which includes any clarification, if required from the Sub-Divn.

- c. The Circle office shall check the case as per instructions and submit the same to the office of CE/OP within 5 working days.
 - d. The office of the Chief Engineer shall check the case and approve the same within 5 working days.
- x) The offices of the XEN/SE/CE shall review all the sanctioned/pending cases quarterly and office of Chief Engineer (OP) shall submit quarterly report to the EN/Monitoring, DHBVN, Hisar as per table below:-

Sr no	Detail of release / shifting of cases	No. of cases received for release/ shifting from AP/RDS to Urban/M ix-Urban/Com m l feeder	No. of cases received for shifting from AP/RDS to Independent / Industrial Feeders.	No. of cases approved	Work completed or not	No. of cases pending	Latest status of cases	Remarks

- xi) XEN/Monitoring, DHBVN, Hisar on receipt of quarterly report shall submit the retail to MD, DHBVN, Hisar for review.

Sales circular No. D-21/2005 and D-52/2013 are superseded.

- i) **Shifting of industrial load from rural to urban feeder.**
ii) **Release of Industrial connection from urban feeder instead of rural feeder whereas rural feeder is near to the premises of industrial units (Sales Circular No. D-2/2013Dated: 07/01/2013).**

Detailed instructions were issued vide Sales Circular No.D-21/2005 dated 18.10.05 for shifting of Industrial load from rural to urban feeder and further vide Sales Circular No. D-29/2005 matter was reconsidered to extend applicability of this scheme to NDS consumers also whose sanctioned load is 50 KW and above.

In view of the meeting held on 22/2/2012 under the Chairmanship of Hon'ble Power Minister, Haryana, matter has been again reviewed and decided by the Nigam as under :-

"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".

- i) Shifting of industrial load from rural to urban feeder.
- ii) Release of Industrial connection from urban feeder instead of rural feeder whereas rural feeder is near to the premises of industrial units (**Sales Circular No. D-16/2012 Dated: 24/07/2012**).

Detailed instructions were issued vide Sales Circular No.D-21/2005 dated 18/10/2005 & Sales Circular No. D-29/2005 dated 25/11/2005 for shifting of Industrial / NDS connections from rural to urban feeder and for release of industrial / NDS connection from urban feeder instead of rural feeder whereas rural feeder is near to the premises of industrial / NDS units.

The matter has been reviewed and decided that the Shifting/Release of Industrial / NDS connections from AP/RDS feeder to Urban / Mixed-Urban / Industrial feeder be allowed to a consumer upto 2 Km from the Municipal limit with the approval of Director/Operation and cases beyond 2 KM shall be dealt on merit of the each case by WTDs.

Shifting of NDS/ Industrial connection due to sealing by HUDA/other Govt. agencies (SALES INSTRUCTION NO-1/2007 Dated: 10/01/2007).

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. Some of the consumers have represented that they may be allowed to shift their connections without charging any service connection charges & development charges.

In order to give some relief to such consumers who come forward for shifting of their connection, the Nigam has decided as under:-

1. The consumer will submit a documentary proof in token of having sealed the existing premises.
2. The consumer should not be a defaulter of the Nigam.
3. The new connection should be in the same name or in the name of legal heir.
4. Only shifting charges as per deposit estimate may be recovered without levying service connection charges & development charges.

5. The consumer shall be required to deposit consumption security afresh. However, the existing consumption security shall be adjusted afterwards.

**Shifting of industrial connection from one site to another due to technical constraints
(Sales Circular No.D-39/2006Dated: 17/08/2006).**

Some field offices have sought clarification as to whether the service connection charges are leviable on the Industrial consumer who applies for shifting of his connection from one site to another due to technical constraints as per Sale Circular No. D-25/2006 dated 4.1.2006.

The matter has been considered by the Nigam and it is clarified that no service connection charges are payable by the consumer as per Sale Circular No.D-25/2006 dated 4.7.2006. However, the consumer will have to pay the entire expenditure to be incurred on dismantling the existing line as well as cost of erection of new line in lieu of service connection charges.

**Shifting of Industrial connection from one site to another due to technical constraints
(Sales Circular No.D-25/2006Dated: 04/07/2006).**

Detailed instructions were issued vide sales circular No.D-22/2004 dated 9.4.2006 to allow shifting of industrial connections from one site to another in the event of acquisition of land by HUDA/other state Govt. Agencies under land Acquisition Act.

Chamber of Commerce of Industries/Associations/Industrial consumers have represented to allow shifting of industrial connection on technical constraints also viz. where the existing system cannot take up the extension of load intended to be applied.

The matter has been considered and the Nigam has decided to allow shifting of industrial connection from one site to another due to technical constraints subject to the following conditions:-

1. 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.
2. The expenditure incurred on account of dismantlement at the existing premises will be borne by the consumer.

3. The consumer desirous of shifting will apply on A&A form afresh alongwith 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.
4. 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.
5. Sawmills, veneer and plywood industries shall take permission from Central empowered committee before applying for the shifting.
6. Shifting will be allowed only after obtaining NOC from Local Bodies and Pollution Board, if applicable.

- i) **Shifting of industrial load from rural to urban feeder.**
- ii) **Release of Industrial connection from urban feeder instead of rural feeder whereas rural feeder is near to the premises of industrial units (SALES CIRCULAR D-29/2005 Dated: 25/11/2005)**

Detailed instructions were issued vide Sales Circular No.D-21/2005 dated 18.10.05 for shifting of Industrial load from rural to urban feeder and for release of industrial connection from urban feeder instead of rural feeder whereas rural feeder is near to the premises of industrial units.

This scheme was limited to industrial connections only. The matter has been considered further by the Nigam and it has been decided to extend applicability of this scheme to NDS consumers also whose sanctioned load is 50 KW and above. All terms and conditions as set out in ibid-Sales Circular shall be applicable to NDS consumers.

Shifting of Industrial connections from one site to another in the event of acquisition of land by HUDA or other State agencies. (SALES CIRCULAR NO. D-22/2004 Dated: 09/06/2004).

As per the existing instructions contained in S.C. No. 22/95, shifting of tubewells from one site to another within the State of Haryana in case of acquisition of land by Government authorities had been allowed by giving over-riding priority for release of tubewell connection at the new site. The cost of shifting is to be borne by the consumer.

However, shifting of industrial connection are not covered under the existing instructions of the Nigam and various references have been received from the field offices seeking clarifications for the shifting of industrial connection, due to acquisitions of Land by Govt. authorities etc. As such, as a policy, it is proposed to allow shifting of industrial connections from one site to another, in the event of acquisition of the industrial land by HUDA or any other State agencies in public interest under land acquisition act, as per the following conditions:-

1. Shifting of industrial connection 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.
2. The expenditure incurred on account of dismantlement at the existing premises will be borne by the consumer.
3. Development charges will be deposited by the consumer, if applicable.
4. 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.
5. 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.
6. Sawmills, veneer and plywood industries shall take permission from Central empowered committee before applying for the shifting.
7. Shifting will be allowed only after obtaining NOC from Local Bodies and Pollution Board, if applicable.

3.3 Shifting of meters outside of consumer premises.

Procedure for replacement of Burnt and Reading not visible meters (Sales Circular No. D-25/2017 Dated: 3/7/2017)

It has come to the notice that some unscrupulous consumers get their consumption accumulated and subsequently burn their meters in order to destroy the evidence. Also, some consumers disturb the display unit of meter by using some external influence thereby making it defective so that the actual consumption is not recorded, billed and after passage of time, meter is got replaced and actual units consumed go unaccounted and un-billed. Scrutiny of replaced meter data reveals that, a large number of meters have been replaced being burnt or reading not visible. This causes huge revenue loss to the Nigam which otherwise is avoidable if proper attention is paid while replacing the burnt meters.

Further, implementation of the MRBD Project is underway and there is every likelihood that energy consumption accumulated in a large number of cases is exposed by the newly engaged Meter Reading Agency. This may lead to further increase in burning of meters etc.

In view of the above, it has been decided that henceforth, all Burnt / Reading not visible / defective meters shall be replaced only with the approval of XEN (OP) concerned after preparing the complete report on LL-1 form. In case of three phase meters, it will be done by SDO (OP) and by JE-I/JE in respect of single phase meters. These meters will be referred to M&T Lab after following due procedures for checking and retrieval of actual consumed units within two days of removal of meter as the same may be available in the non-volatile memory of the meter. It has further been decided that the reason for packing of meter shall be clearly mentioned on the LL-1 form. Meter will be got tested from the M&T Lab for genuineness of M&T Seals, non-visibility of reading and to find intentional burning of meter. The package containing the meter will be signed by the Checking Party and consumer/ consumers representative. Non-compliance of these instructions will be viewed adversely.

Further, SDO/M&T Lab will check all kinds of tampering including the internal circuit. He will also check the accuracy on the test bench and record the details in the report.

The account of the consumers shall be overhauled on the basis of the connected load found on LL-1 Report or sanctioned load or MDI whichever is higher as

per instructions of the Nigam in force.

XENs (OP) will send a fortnightly report to the O/o Xen/Monitoring, DHBVN, Hisar in the below format:-

Detailed report of the packed meters during the period.....
to.....

	Name of Divn./Sub-Divn.	Name & Address of the consumer	Account No.	Reason for meter

(The instructions issued vide this office memo no. Ch-30/GM/C-757/F-33 dated 21.08.2014, Ch-31/GM/C-757/F-33 dated 23.08.2014 and Sales Instruction No. 7/2015 stands superseded).

Shifting of Urban Domestic Meters outside the premises (Sales Circular No. D-23/2017 Dated: 23/6/2017).

It has been observed that there is stiff resistance from some consumers in the urban area at the time of relocation of meters from inside the consumer premises to outside.

1. One of the reasons of consumer resistance on relocation of meters is the fact that the meters which are found tampered / with fake seals are got checked in the M&T lab and there after theft penalty is imposed as per the M&T lab report.
2. However, it is worth mentioning that at this stage the meters which are still existing inside the premises are those which were installed several years ago. In between there might have occurred change of tenancy / ownership. There is every likely hood that some of the innocent consumers might be getting penalised due to some acts of tempering etc. done in the past which was not in the knowledge of present occupier of the premises.
3. To redress such issues, it has been decided to give one time relaxation to such consumers as per the below given terms & conditions:
 - (a) This relaxation will be given to the consumers located on the feeders where sizeable chunk of meters (say 30%) is still

inside the premises and there is a drive by the department to shift out the meters on the feeder.

- (b) Such feeder will be identified by S.E. 'OP' by 30.06.2017 so that such relief is provided only to consumers on those feeders. The list of feeders mentioning approximate percentage of left out meters will be circulated by him to his subordinate offices and commercial wing as well.
- (c) In all such cases, the packed meter will be got duly tested from M&T lab to find out the acts of tampering. The amount of theft penalty will be worked out and a notice will be issued to the consumer that his meter has been found tampered etc. which has been noted by the Nigam and that his behaviour is not upto the mark. However, a gesture of goodwill no action will be taken by the Nigam in the hope that the consumer will desist from such acts in future.

(All relevant Sale Circulars / Instructions in this regard stand superseded).

Standardization of work of shifting of meters outside the premises (Sales Circular No. D-41/2016 Dated: 10/12/2016).

Please refer to S.C. No. D-4/2015 dated 10/2/2015 vide which the guidelines for installation of meters during relocation outside the consumer premises were issued.

Now, during the field visits by various Nodal officers it has come to notice that the work of shifting of meters outside the premises is not being done properly and various deficiencies are being noted regarding the workmanship after each visit. To have a uniform working on L.R.P. and MGJG. The following guidelines be followed by each office:-

- i. The meter should be installed on pole only (except in a very exception case on the wall) at a height of maximum 6 ½ feet top of the meter box and lower height 4 ½ feet from the ground so that meter reading is visible and can be taken easily.
- ii. The meters be placed in one-in-one box or Four in one box only having provision of installation of optical probes, depending upon site conditions. In case of narrow streets, the four-in-one box be used and installed on the pole at

the entrance of the street. In this way incoming supply will be restricted at the entrance and outgoing (may be lengthy) be provided to each house.

Three phase MCB should not be used for installation of Three no Single phase meter as optical port will not be taken out outside the box for each meter.

- iii. All old Iron sheet MCB (purchased & supplied by consumers) are to be replaced as they are not having provision of installation of optical probes.
- iv. The incoming cable provided on the pole should be individual for each consumer and that too be armoured.
- v. Outgoing cable should be un-armoured one.
- vi. All incoming cables i.e. armoured one should be bunched together from one side of the pole.
- vii. All outgoing cable i.e. un-armoured one should be bunched from other side of the pole and should be kept min. 2 FT lower than the overhead conductor of LT line/LT AB cable to avoid chances of un-authorized inter connection on the top of pole.
- viii. The incoming armoured PVC should be peeled to the minimum extend for inserting into the incoming side of the meter terminals as in case of long naked peeling, the very purpose of armoured will be defeated as the same is suspectable to theft.
- ix. While installing the meter it should be checked that the complete meter display should completely come in front of Glass of MCB and should not have any obstruction (It should be done by adjusting the meter up or down with the provision provided in the MCB).
- x. The meter should be fixed by tightening both screws (meter gets tilted in case one screw is left loose or un-provided).
- xi. The incoming and outgoing PVC be fully tightened in the meter terminals to avoid chances of meter burnt due to looseness.
- xii. Meter Terminal Covers be fixed and sealed properly by JE/AFM in-charge.
- xiii. The optical eye be fixed on the meter and its optical port be affixed on the slot provided on MCB with the help of both the screws. Providing one screw will be useless as while inserting the knob of CMRI (Cable), port could be pushed back in the MCB or damage the contact points.
- xiv. MCB cover be fitted properly and it should be checked from all sides and then both seal be provided on the MCB.

- xv. Account number of the consumer be written on the MCB's lower portion as well as on the meter inside the MCB by permanent marker.
- xvi. Account wise detail of the meter with serial No. provided be maintained by the JE/ AFM In-charge.
- xvii. LT /AB cable is to be used for replacing of ACSR only in those area where case of direct hooking is suspected. Also the size of L.T./AB cable to be used be decided as per the no. of consumer's and their load. The current carrying capacity of each size is as under:-

Size	16-25	25-25	35-25	50-35	95-70	120-70
Cable Current carrying capacity (Amp).	60	76	92	110	155	180

- xviii. The termination from LT/AB cable should be made through junction boxes. Also the load balancing on each phase has to be done during this meter shifting process. This can be done as under:-
 - i. One phase be terminated on 1st pole and all the connection be connected on that phase and 2nd phase be terminated on 2nd pole and all the connection be connected on that phase and 3rd phase likewise be terminated.
 - Or
 - ii. All the three phase terminated on each pole and number of connections on each phase be connected after counting their connected load.
 - xix. If the junction box are not used then termination of LT/AB cable be sealed with m-seal i.e. there should not be any naked termination from LT/AB Cable.
 - xx. The spared PVC and spared MCBs are to be dismantled from the sites which is not being done in many field offices presently, which may also cause theft of energy by that spared PVC. All the dismantled material returned to store.
 - xxi. In very exceptional cases only the meter should be installed on the wall in such a manner that incoming cable should be tied to hinge below the projection of roof of the premises that cannot be easily accessible to the consumer.
- (Sales Circular No. D-04/2015 is superseded).

Replacement of meters (Sales Circular No. D- 6/2015 Dated: 11.02.2015).

It has been decided by the Nigam Management that the following make meters should be replaced while shifting these meters outside in the urban areas and no cost be charged if replaced on OK condition.

1. TTL – Single Phase & Three Phase.
2. Indotech - – Single Phase & Three Phase.
3. Elymer – Single Phase & Three Phase.
4. Sammi – Single Phase.
5. Synergy – Single Phase & Three Phase.
6. A-One – Single Phase & Three Phase with electromechanical counters only.
7. Bentex – Single Phase & Three Phase with electromechanical counters only.
8. Genus – Single Phase & Three Phase with electromechanical counters only.
9. Contimeter – Single Phase.
10. HPL– Single Phase.
11. Accurate – Single Phase.

Implementation of Pillar Box Scheme (Sales Circular No. D-10/2014 Dated 31/01/2014).

One time settlement scheme as approved by Government of Haryana on dated 26.09.2013, amended from time to time and now circulated vide Sale Circular No. D-02/2014 dated 10.01.2014.

Now in compliance to the decision of the Govt. Of Haryana dated 02.01.2014, the matter has been reviewed and decided that “Pillar Box Scheme” of distribution utilities is on voluntary basis and those villages which are willing to adopt “Pillar box Scheme” will only be covered under the scheme. There would not be any forcible adoption of the scheme.

This system should be implemented in those villages and areas only where residents voluntarily come forward requesting the Discoms to erect the new safe and reliable system. The areas opting for the “Pillar Box Scheme” of power distribution will be given power supply for 24 hours a day.

It should be made clear to the people that the total expenditure to be incurred on laying the “Pillar Box System” would be borne by the Discoms. The consumers having the “Pillar Box System” will be given a rebate of 20 % in bills. As the capacity of the system

will be augmented and whole system would be renovated. There would neither be breakdowns nor trippings. Also, the problem of low voltage would be resolved.

The instructions in this regard, to be followed are as under:-

1. The benefit of the 20% rebate is applicable only for RDS consumers.
2. The villages where the pillar box scheme has already been implemented shall be given a rebate of 10 % immediately from the date on which the work was completed till today and a rebate of 20 % thereafter for a total period of one year.
3. This rebate is allowed only to those consumer who make the payment of their energy bills after installation of pillar box regularly i.e if a consumer pays the bill for the month of January ,2014 then, the rebate will be given in the month of February,2014 and so on.
4. Separate Sundry Charges & Allowances registers for Domestic consumers will be maintained. All the adjustments under this scheme shall be made through Sundry Charges & Allowance registers.
5. Monthly statement regarding the number of consumers who have opted the scheme, given 10% / 20% rebate for shifting the meter outside the premises in feeder pillar box should be compiled regularly and intimated to the office of XEN/Monitoring, DHBVN, Hisar for monitoring the progress of this scheme.

(Wide publicity of the scheme shall be made).

Removal of cable, meter and other equipment (MCB) from consumers premises while effecting PDCO (Sales Circular No. D-48/2013 Dated: 19/9/2013).

Please refer to SMI No. 4.20 vide which it was directed that meter, cable and other equipment be removed but it has come to the notice that the instructions are not complied with, which has been viewed very seriously by the management.

As such, the matter has again been reviewed and decided that while effecting the PDCO, meter, cable and MCB must be removed from the site and taken in CA-21-22 & CA-104. CA/ UDCR are hereby directed not to enter the PDCO in the record till the CA 21/22 and CA 104 Entry No. found recorded on the PDCO.

It is also made clear that if a premises is locked for more than 6 months then the PDCO be effected by disconnecting cable from outside. The SDO shall maintain a separate register for such cases and review the same.

SMI No. 4.20 and other related Instructions on the subject are amended to this extent only.

Installation of meters in the pillar boxes outside the consumer premises (Sales Circular No. D-15/2013 Dated: 22/4/2013).

Please refer to Sales Circular No. D-39/2007 vide which various instructions for dealing the matters related to meter relocation were issued.

Nigam Management has decided that the provisions of ibid Sales Circular regarding non charging of penalty may be extended to those consumers as well whose meters are found tempered / defective etc. while the same are shifted from inside the premises or poles to pillar boxes.

Installation of meters on Poles outside the consumer premises (Sales Circular No. D-39/2007 Dated: 5/7/2007).

In the recent conference of Power Minister's held in New Delhi, Hon'ble Prime Minister of India termed energy theft as a cancer. It was stressed upon the States of India as well as Power Utilities to bring down AT&C losses to minimum possible level.

With a view to check pilferage of energy Nigam has taken decision to relocate all energy meters outside the consumer premises. In respect of industries Nigam has always located meter near the gate of the factory with access from the main road for its personnel. Nigam has since begun to relocate meters of other categories of consumers on the utility electric poles. The CEA - Central Electricity Authority Metering Regulations 2004 and 2006, provide for relocation of consumer meters vide authority of Section 7 b (i) and Section 9 (2) of ibid notification:

(i) Section 7 b (i)

"The consumer meter shall be installed by the licensee either at the consumers premises or outside consumer premises."

(ii) Section 9 (2)

"The meter shall be installed at locations, which are easily accessible for installation, testing, commissioning, reading, recording and maintenance. The place of installation of meter shall be such that minimum inconvenience and disruptions are caused to the site owners and the concerned organization."

As per above notification of CEA, Nigam has issued many guidelines for shifting/Installation of all the meters outside the consumer premises. However with a view to

simplify and consolidate the various instructions a single comprehensive circular is hereby issued dealing with all matters related to meter relocation:

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 upto 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. (copy of notice format is attached).
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 alongwith 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 alongwith 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 out sourced 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 “**accuchek**” and the same shall be changed within 48 hours by a new sealed boxed meter only.
17. Defective meters shall be sent back to M&P lab for analyzing the causes of failure of meter – i.e. to analyse whether meter failed on account of technical /environmental reasons or due to continuous tampering efforts by consumer.
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, lighting and due to other natural cause, No. FIR shall be lodged and meter shall be replaced at the cost of Nigam.

This supersedes Sales Circular No. D-5/2007 dated 22/1/2007, Sales Instruction No. 35/2006 dated 22/1/2006, 40/2006 dated 11/7/2006, 43/2006 dated 21/7/2006, 52/2006 dated 26/9/2006 and all other Sales Circular and Instructions in this respect. However, the instructions for installation of the meters in respect of CT/PT meters already in vogue will remain unchanged.

Responsibility for tampering of meters installed outside the premises (Sales Circular No. D- 21/2007 Dated: 27/4/2007).

It has been observed that MCBs of energy meters of DS & NDS connections being installed outside the premises on poles or in the pillar box are not being sealed at the time of shifting, which gives undue chances to the unscrupulous consumers to tamper with energy meters resulting loss of revenue to the Nigam.

It has been decided by the management that the concerned feeder manager will be held responsible in case the energy meters installed outside the premises are found tampered.

Installation of meter outside the consumer premises after detection of theft of electricity /unauthorized use of electricity (SALES INSTRUCTION No. 35/2006 Dated: 17.5.2006).

It has been decided by the Nigam to install electronic meters at the pole outside the premises after detection of unauthorized use/theft of electricity so as to avoid misappropriation of energy further. In case the consumer declines installation of meter at the pole outside the premises, the supply shall be disconnected and shall not be restored till submission of undertaking in this regard as well as realization of assessed penalty.

Providing/ shifting of the metering equipment at the main entrance gate of the premises (SALES INSTRUCTIONS No. 33/2005 Dated 25.11.2005)

Nigam has issued instructions time and again for providing / shifting of metering equipment on the main entrance gate of the premises.

It has been reported that above instructions are not followed in true spirit by field office. It is again reiterated that no new connections should be released unless provision of metering is made at the main gate. Special attention needs to be given to Hotels, Restaurants Marriage palaces and Banquet Halls where the supply is to be given through feeder pillar with metering arrangement outside the premises so as to facilitate meter reading even if the premises is locked. Similar action may be taken in specified time frame in case of existing connections.

Shifting of the metering equipment at the main entrance gate of the premises (SALES CIRCULAR No. D-27/2005 Dated: 23.11.2005).

Please refer to Sale Circular No.D-11/2005 dated 13.07.2005 vide which instructions were conveyed to ensure that there must be only one entrance of metering room i.e. from road side and get the door/ entry closed if any from inside the factory premises and to get pending metering equipment shifted near main entrance / factory gate of industrial consumers.

Field officers have reported difficulties faced by industry owners on account of following reasons:

1. Due to only separate gate towards road side, the security of the metering equipment will be endangered.
2. Apprehension for the tempering of the metering equipment by notorious persons being only one entrance of metering room from roadside.

Keeping in view the problems presented by Industries Associations and field officers, it has been decided that 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.

(The sales circular no. D-11/2005 dated 13.07.2005 is amended to above extent only).

Providing/ Shifting of the metering equipment at the main gate of factory premises (SALES CIRCULAR NO.D-11/2005 Dated: 13.07.2005).

Please refer to Sales Circular No.14/95 dated 29.8.95 and Sales Circular No. 22/97 dated 2.7.97 vide which instructions were reiterated to ensure shifting of remaining metering equipment of industrial consumers near the factory gate by giving notices to the consumers to shift meters at factory gate. In case such an opportunity has been given then the action for disconnection after giving 15 days notice for non-compliance of instructions be taken.

It has been reported by checking parties, that the above instructions have not been adhered to 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 facility8 for dummy gate should be allowed. Also, there should be only one entrance door towards the roadside in the metering room. It should be ensured that the door/entry from inside the factory premises, if any, is closed.
2. 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.
3. 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.
4. 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.
5. for single phase and three phase whole current meters in respect of other categories of connections, location of metering site should be at / just near the main entrance gate. The location of meter should be such that the site is visible from the gate and easily accessible without interference from the consumer.

3.4 Shifting of LT / HT Line

Instructions regarding notice to be issued to the owners of the unauthorized constructions under/near 11 KV & 33 KV lines (Sales Circular No. D-3/2020 Dated: 09/03/2020)

Please refer to Sales Circular No. D-32/2017 dated 28/8/2017 vide which the revised minimum horizontal and vertical clearance essentially required to be maintained where extra high voltage/high voltage or medium/low tension line passes above or adjacent to any building or part of building to avoid any mishap/fatal accident, were notified in accordance to the provisions of the Central Electricity (Measures relating to Safety and Electric Supply) Regulations 2010 framed under Section 177 of the Electricity Act, 2003 (36 of 2003). Notice to be served for removal of unauthorized structure erected under/adjacent to Nigam's lines/wires was also circulated with the said circular.

2. Number of instances have come to the notice indicating that practice of creating/raising/extending unauthorisedly house/ building/ structure / projection/ balcony/ Chajja/ boundary wall etc. under/ near 11 KV & 33 KV lines in contravention of Regulation 60 & 61 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 still persists and notices are not being issued by the field offices for removal of the same leading to electrical accidents.

3. Therefore, it has been decided to immediately identify all such unauthorized construction / extensions / houses / buildings / structures/ projections / balconies/Chajjas/boundary walls etc., which are prone to electrical accidents and issue notice attached as **Annexure-I** immediately directing the violator to remove the unauthorized structure / building/projection / balcony / boundary wall etc. within 15 days of receipt of the notice, failing which criminal proceedings be initiated against him under **Section 188 of the Indian Penal Code, 1860 as well as Section 133 of Criminal Procedure Code, 1973.**

(Sales Circular No. D-32/2017 stands amended to the above extent only).

DAKSHIN HARYANA BIJLI VITRAN NIGAM

NOTICE No.....

Dated:.....

NOTICE (Notice for Removal of un-authorized structure erected under/adjacent to Nigam's lines/wires in violation of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 read with Section 177 of The Electricity Act, 2003).

WHEREAS on inspection of your premises, it has been noticed that you Sh/Smt/Km..... son/daughter/wife of..... have raised / extended your House / building / structure/projection/ balcony/ Chajja / Boundary wall etc located at underneath the electrical mains/ associated electrical installations in contravention of Regulation 60 St 61 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 framed under Section 177 of The Electricity Act, 2003;

AND WHEREAS the creation of any permanent/ temporary structure beneath the wires/ lines of DAKSHIN Haryana Bijli Vitran Nigam without permission is a violation of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010;

AND WHEREAS Regulation 63 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 requires you to give notice along with scale drawing showing proposed building, to this Nigam as well as the Chief Electrical Inspector, (address) before initiating any construction under or near the existing lines/wires which is going to violate the minimum vertical and horizontal clearance specified in Regulation 60 & 61;

AND WHEREAS upon receipt of such notice, the Nigam shall check the technical feasibility and Right of way (ROW) and if shifting of line found feasible, the Nigam shall intimate the cost of shifting of the wire/lines, and upon deposit of the costs by you, the line / wires shall be shifted by the Nigam;

AND WHEREAS you have not given the notice required under Regulation 63 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 to this Nigam regarding the afore-mentioned construction under/adjacent to the Nigam's wires in violation of the minimum vertical and horizontal clearances as required under Regulations 60 & 61 of the ibid Regulations;

AND WHEREAS the minimum clearance which are to be kept and maintained by the owners/occupants of building under the ibid Regulations are reproduced hereunder:

Sr. No.	lines/ installations	minimum vertical clearance where line is passing above a building/ structure / balcony etc.	minimum horizontal clearance where line is passing adjacent to a building/ structure/ balcony etc
1	low or medium voltage lines and service lines upto 650V	2.5 mtr. from the highest point	1.2 mtr. from the nearest point
2	high voltage line upto and including 11000 volt	3.7 mtr. from highest point	1.2 mtr. from the nearest point
3	high voltage line above 11000 volt and upto and including 33000 volt	3.7 mtr. from the highest point	1.2 mtr. from the nearest point
4	Extra high voltage line above 33000 volt	3.7 mtr. (Plus 0.30 mtr. for every additional 33000 volt or part thereof)	2 mtr. (plus 0.30 mtr. for every additional 33000 volt or part thereof)

AND WHEREAS by violating the provisions of the **Regulations** mentioned above, you have endangered human life and property and any accident/ loss/ claims incurred on this account shall be your sole responsibility;

THEREFORE you are hereby directed to remove the unauthorized structure / buildings, projections / balconies / boundary wall etc. mentioned above within 15 days of receipt of this notice, failing which criminal proceedings will be initiated against you under **Section 188 of the Indian Penal Code, 1860 as well as Section 133 of Criminal Procedure Code, 1973**; you will also be held responsible for any loss of life and property besides power failure and shall be prosecuted as per law.

Sub Divisional Officer

**Operation Sub Division
DHBVN.....**

To

Endst. No.....

Dated

Forwarded to the following for further necessary action, please:-

- 1) Deputy Commissioner.....for information & necessary action.
- 2) Superintendent of Policefor information & necessary action
- 3) Sub Divisional Magistrate/Sub Divisional Officer (Civil)for information & necessary action.
- 4) Commissioner, Municipal Corporation..... for information & necessary action
- 5) Executive Officer/ Municipal Council/ Committee for information & necessary action
- 6) Estate Officer, HSPVfor information & necessary action.
- 7) Chief Electrical Inspectorfor information & necessary action
- 8) S.E (OP), DHBVN,for information & necessary action
- 9) XEN (OP) Division, DHBVN,for information & necessary action.
- 10) SHO, Police Stationfor information & necessary action.

**Sub Divisional Officer
Operation Sub Division
DHBVN.....**

**Removal of un-authorized structure erected under/ near Nigam's Lines/ Wires in violation of the Central Electricity Regulation – 2010(Sales Circular No. D-32/2017
Dated : 28/8/2017).**

Please refer to S.C. No. D-59/2013 dated 25/10/2013 vide which instructions in compliance to provision of the Rule 79 & 80 of the Indian Electricity Rules 1956 read with Section 53, 68 (5) & 161 of Indian Electricity Act- 2003 were issued which clearly stipulate the minimum horizontal and vertical clearance essentially required to be maintained from the Electricity mains / installation of any building / structure where a extra high voltage / high voltage or medium / low tension line passes above or adjacent to any building or part of building to avoid any mishap / fatal accident.

Now, in view of the Central Electricity Regulation-2010 made Under Section-177 of the Electricity Act, 2003 (36 of 2003), the revised minimum horizontal and vertical clearance essentially required to be maintained from the Electricity mains / installation of any building / structure where an extra high voltage / high voltage or medium / low tension line passes above or adjacent to any building or part of building, to avoid any mishap / fatal accident are as under:-

58 Clearance above ground of the lowest conductor of overhead line-

1. No conductor of an overhead line, including service lines, erected across a street shall at any part thereof be at a height of less than –

i.	For lines of voltage not exceeding 650 volts	5.8 meters
ii	For lines of voltage exceeding 650 volts but not exceeding 33KV	6.1 meters

2. No conductor of an overhead line, including service lines, erected along any street shall at any part thereof be at a height of less than –

i.	For lines of voltage not exceeding 650 volts	5.5 meters
ii	For lines of voltage exceeding 650 volts but not exceeding 33KV	5.8 meters

3. No conductor of an overhead line, including service lines, erected elsewhere than along or across any street shall be at a height of less than –

i.	For lines of voltage upto and including 11,000 volts, if bare	4.6 meters
ii.	For lines of voltage upto and including 11,000 volts, if insulated	4 meters
iii.	For lines of voltage upto and including 11,000 volts,	5.2 meters

	but not exceeding 33 KV	
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4. For lines of voltage exceeding 33 KV the clearance above ground shall not be less than 5.2 metres plus 0.3 metre for every 33,000 Volts or part thereof by which the voltage of the line exceeds 33,000 Volts.
- Provided that the minimum clearance along or across any street shall not be less than 6.1 metres.
5. For High Voltage direct Current (HVDC) lines, the clearance above ground shall not be less than:-

SI. No	DC Voltage (KV)	Ground Clearance (mtrs.)
1	100 KV	6.1
2	200 KV	7.3
3	300 KV	8.5
4	400 KV	9.4
5	500 KV	10.6
6	600 KV	11.8
7	800 KV	13.9

- 59. Clearance between conductors and trolley wires.**- (1) No conductor of an overhead line crossing a tramway or trolley bus route using trolley wires shall have less than the following clearances above any trolley wire-

- i. lines of voltage not exceeding 650 Volts – 1.2 meters

Provided that where an insulated conductor suspended from a bearer wire crosses over a trolley wire the minimum clearance for such insulated conductor shall be 0.6 meter.

i.	lines of voltage exceeding 650 Volts up to and including 11,000 Volts	1.8 meters
ii.	lines of voltage exceeding 11,000 Volts but not exceeding 33,000 Volts	2.5 meters
iii.	lines of voltage exceeding 33 KV	3.0 meters

6. Ground clearance shall be as specified in schedule -X

(2) In any case of a crossing specified in sub-regulation (1): whoever lays his line later in time, shall provide the clearance between his own line and the line. Which will be crossed in accordance with the provisions of the said sub-regulation:

Provided that if the later entrant is the owner of the lower line and is not able to provide adequate clearance, he shall bear the cost for modification of the upper line so as to comply with this sub-regulation.

60. Clearance from building of lines of voltage and service lines not exceeding 650 Volts.-

- 1) An overhead line shall not cross over an existing building as far as possible and no building shall be constructed under an existing overhead line
- 2) Where an overhead line of voltage not exceeding 650 V passes above or adjacent to or terminates on any building, the following minimum clearances from any accessible point, on the basis of maximum sag, shall be observed, namely:-
 - i. For any flat roof, open balcony, varandah roof and lean-to-roof-
 - a. when the line passes above the building a vertical clearance of 2.5 metres from the highest point, and .
 - b. when the line passes adjacent to the building a horizontal clearance of 1.2 metres from the nearest point, and
 - ii. for pitched roof-
 - a. when the line passes above the building a vertical clearance of 2.5 metres immediately under the line, and.
 - b. when the line passes adjacent to the building a horizontal clearance of 1.2 metres.
- 3) Any conductor so situated as to have a clearance less than that specified above shall be adequately insulated and shall be attached, at suitable intervals to a bare earthed bearer wire having a breaking strength of not less than 350 kg.
- 4) The horizontal clearance shall be measured when the line is at a maximum deflection from the vertical due to wind pressure.
- 5) Vertical and horizontal clearances shall be as Specified in schedule-X,

Explanation» For the purpose of this regulation, the expression "building" shall be deemed to include any structure, whether permanent or temporary.

61. Clearances from buildings of lines of voltage exceeding 650 V.-

- 1) An overhead line shall not cross over an existing building as far as possible and no building shall be constructed under an existing overhead line.
- 2) Where an overhead lines of voltage exceeding 650 V passes above or adjacent to any building or part of a building it shall have on the basis of maximum sag a vertical clearance above the highest part of the building immediately under such line of not less than-

i.	for lines of voltages exceeding 650 Volts upto and including 33,000 Volts	3.7 meters
ii.	for lines of voltages exceeding 33 kV	3.7 metres plus 0.30 meters for every additional 33,000 Volts or

		part thereof.
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3) The horizontal clearance between the nearest conductor and any part of such building shall, on the basis of maximum deflection due to wind pressure, be not less than-

i.	for lines of voltages exceeding 650 V upto and including 11,000 Volts.	1.2 meters
ii.	for lines of voltages exceeding 11,000 V and up to and including 33.00.0.V	2.0 meters
iii.	for lines of voltages exceeding 33 KV	2.0. metres plus ,0..3 metre for every additional 33 KV or part thereof.

4) For High Voltage Direct Current (HVDC) systems, vertical clearance and horizontal clearance, on the basis of maximum deflection due to wind pressure from buildings shall be maintained as below:

Sl. No	DC Voltage (KV)	Vertical Clearance (Meters)	Horizontal Clearance (Meters)
1	100 KV	4.6	2.9
2	200 KV	5.8	4.1
3	300 KV	7.0	5.3
4	400 KV	7.9	6.2
5	500 KV	9.1	7.4
6	600 KV	10.3	8.6
7	800 KV	12.4	10.7

5) Vertical and horizontal clearances shall be as specified in schedule-X.

Explanations- For the purpose of this regulation the expression "building" shall be deemed to include any structure, whether permanent or temporary.

The creation of any permanent/ temporary structure beneath the wires/lines of the Licensee / Nigam / Supplier without permission is a violation of clause 60 - 61 of Central Electricity Regulation-2010. No person can violate the requirements of clearances under the lines and/ or adjacent the lines as stipulated in ibid Regulation.

Although, the Municipal Committee/council is charged with the duty of sanctioning building plans and preventing unauthorized constructions within the municipal limits inspite of the unauthorized constructions under the electricity lines have become severe problem in urban areas. Although, the primary responsibility for such constructions under the electricity lines lies with MCs, still the Nigam cannot absolve itself from the responsibility for such constructions under the Electricity lines.

In view of large number of complaints/requests received from various quarters, it has been decided to issue notices as per attached format to all the persons who have constructed houses under/beneath the Nigam's lines warning them of possibilities of accidents while living beneath these lines and ask them to immediately take appropriate safety measures and get it shifted as deposit work in their own interest.

DAKSHIN HARYANA BIJLI VITRAN NIGAM

From

S.D.O
Operation Sub Division,
DHBVN,

To

Memo No. _____ Dated _____

Subject:- NOTICE- for Removal of un-authorized structure erected under/adjacent Nigam's lines/wires in violation of the Central Electricity Regulation – 2010.

On inspection of your premises, it has been noticed that you have raised / extended your building / structure / projection, balconies, Chajjas, Boundary wall etc. under the laid electrical mains/ associated electrical installations in contravention to the provisions of rule 60 & 61 of Central Electricity Regulation – 2010.

The creation of any permanent/ temporary structure beneath the wires/lines of the Licensee / Nigam / Supplier without permission is a violation of the Central Electricity Regulations – 2010. Further, Section 63 of the CER-2010 provides that before initiating any construction under or near the existing lines/wires which is going to violate the minimum Vertical and Horizontal clearance specified in rules 60 & 61, the concerned person has to give notice to the Nigam/supplier. Upon receipt of notice the Nigam shall intimate the cost of shifting of the wire/lines. Upon deposit of the costs by the concerned persons, the line / wires shall be shifted by the Nigam.

You have not bothered to give notice required under Section-63 of CER-2010 to the Nigam/ supplier regarding the Construction of permanent/ temporary structure under/ adjacent the Nigam's wires. The structure created by you violate the minimum vertical and horizontal clearances as required under Rule 60 & 61 of the ibid Regulation.

By violating the provisions of the rules mentioned above, you have endangered human life and property. Any accident/ loss/ claims incurred on this account shall be the your sole responsibility.

You are hereby directed to remove unauthorized structures / buildings, projections / balconies / boundary wall etc. structure within 15 days of receipt of this notice.

Failing which action will be intimated for removal of illegal structures through Executive Magistrates. Further you will also be held responsible for any loss of life and property besides power failure and shall be prosecuted, as per law.

S.D.O
Operation Sub Division
DHBVN.....

Endst. No..... Dated

Forwarded to the following for further necessary action, please:-

1. SDM for Information.
2. Chief Electrical inspector
3. S.E Ops DHBVN
4. XEN (OP) Division, DHBVN

**SDO
Operation Sub Division
DHBVN.....**

Shifting of HT/LT lines (Sales Instruction No. 16/2014 Dated:29/8/2014)

Please refer to Sales Circular No. D-87/2001 dated 25/10/2001 vide which shifting of HT/LT lines passing over Residential Buildings, Schools etc. are to be carried out by the Nigam if the same falls within Lal Dora and if the shifting is beyond Lal Dora, the same shall be carried out after getting the cost deposited from the beneficiaries. Further shifting of HT/LT Lines passing over the ponds even beyond Lal Dora was decided to be carried out at the cost of Nigam after getting it certified from the Revenue Authorities.

Now, in compliance to the decision of Govt. of Haryana dated 30.06.2014, the matter has been reviewed and it has been decided as under:-

1. a) Shifting of HT/LT Lines passing over the Residential Buildings /Plotted area, Ponds, Schools etc. shall be carried out by the Nigam if these fall **within Lal Dora and Phirmies**.
- b) Shifting of HT/LT Lines falling beyond Lal Dora and Phirinies is to be carried out at the cost of the beneficiaries except HT/LT Lines passing over Govt. Schools and parks maintained by any Public/ Govt. Departments/ Gram Panchyats and Ponds (Duly certified by the Revenue Authorities) for which special estimate shall be framed and the same shall be carried out by the Nigam.

2. Only those iron poles which pose danger or may cause accident to human and animals should be replaced at Nigam's cost.

(Sale Circular No. D-87/2001 dated 25/10/2001 is superseded).

Removal of un-authorized structure erected under / near Nigam's lines/wires in violation of the Indian Electricity Rules 1956 (Sales Circular No. D- 59/2013 Dated 25/10/2013).

The Nigam receives innumerable complaints/requests for shifting of electricity lines passing over residential locations. As per provision of the Rule 79 & 80 of the Indian Electricity Rules 1956 Section 53 & 68 (5) read with section 161 of Indian Electricity Act- 2003 clearly stipulate that the following minimum horizontal and vertical clearance essentially required to be maintained from the Electricity mains / installation of any building / structure where a extra high voltage / high voltage or medium / low tension line passes above or adjacent to any building or part of building to avoid any mishap / fatal accident.

The creation of any permanent/ temporary structure beneath the wires/lines of the Licensee / Nigam / Supplier without permission is a violation of the Indian Electricity Act. 2003 and Indian Electricity Rules 1956. No person can violate the requirements of clearances under the lines and on the sides of the lines as stipulated in Rules 79 & 80 of the IER 1956

Although, 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 can not absolve itself from the responsibility for such constructions coming up under the Electricity lines.

As such, the matter has been reviewed by the Nigam in view of large number of complaints/requests received from various quarters and it has been decided to issue notices as per attached format to all the persons who have constructed houses under/beneath the Nigam's lines warning them of possibilities of accidents while living beneath these lines and ask them to immediately take appropriate safety measures and get it shifted as deposit work in their own interest, if possible.

(All the sales circulars / instructions on the subject are superseded).

DAKSHIN HARYANA BIJLI VITRAN NIGAM

From

S.D.O
Operation Sub Division,
DHBVN,

To

Memo No. Ch-

Dated:

Subject: - NOTICE- for Removal of un-authorized structure erected under/near Nigam's lines/wires in violation of the Indian Electricity Rules 1956.

Whereas on inspection it is noticed that you have raised / extended your building / structure / projection, balconies, Chajjas, Boundry wall etc. under the laid electrical mains/ associated electrical installations in contravention to the provisions of rule 79 & 80 of Indian electricity rules 1956 section 53 and 68(5) read with Section 161 of Electricity Act 2003.

Whereas rules 79 and 80 (and amendments thereof) of Indian Electricity Rules clearly stipulate the following minimum Horizontal & Vertical Clearance essentially required to be maintained from the electricity mains / installation of any building / Structure where a Extra High Voltage/High voltage or medium/ low-tension line passes above or adjacent to any building or part of building to avoid any mishap / Fatal accident.

Indian Electricity Rules, 1956

Minimum Vertical and horizontal clearances required under rules 79 and 80.

S. No.	Lines/ Installations	Minimum Vertical	Minimum	Horizontal
		Clearance where line is passing above a building / structure/ balcony etc.	clearance is passing adjacent to a building / structure / balcony etc.	line
1	Low or Medium Voltage lines and service lines upto	2.5 mtr from the highest point	1.2 mtr from nearest point.	the

	650V.				
2	High Voltage Line upto and including 11000 Volt.	3.7 mtr from the highest point.	1.2 mtr from the nearest point.		
3	High Voltage Line above 11000 volt and upto and including 33000 Volt.	3.7 mtr from the highest point.	2 mtr from the nearest point.		
4	Extra high Voltage line above 33000 Volt.	3.7 mtr. (plus 0.30 mtr for every additional 33000 volt or part thereof)	2 mtr (plus 0.30 mtr for every additional 33000 volt or part thereof)		

The creation of any permanent/ temporary structure beneath the wires/lines of the Licensee / Nigam / Supplier without permission is a violation of the Indian Electricity Act. 2003 and Indian Electricity Rules 1956. No person can violate the requirements of clearances under the lines and on the sides of the lines as stipulated in Rules 79 & 80 of the IER 1956. Further Section 82 of the IER 1956 provides that before initiating any construction under or near the existing lines/wires which is going to violate the minimum Vertical and Horizontal clearance specified in rules 79 & 80, the concerned person has to give notice to the Nigam/supplier – upon receipt of notice the Nigam shall intimate the cost of shifting of the wire/lines - upon deposit of the costs by the concerned persons, the inline / wires shall be shifted by the Nigam. The rule (Section 82 part 6) also provides that in a situation where the person doesn't deposit the estimated cost of the alteration, then the Nigam shall be the aggrieved party for the purpose of the note.

It is noticed that you have never bothered to give notice to the Nigam/supplier regarding the installation of Construction of permanent/temporary structure under the Nigam's wires. The structure that you have created has violated the minimum vertical and horizontal clearances required u/s 79 & 80 of the IER 1956. Hence the Nigam is the aggrieved party for the purpose of Rule 82. The illegal construction is in contravention of the provision of the Indian Electricity Rules, 1956 under Rule No 79, 80 and 82 and section 68 (5) of Indian Electricity Act, 2003 and attracts penalty under Rule 140 & 140(A) of the Electricity Rules, 1956.

By violating the provisions of the rules mentioned above, you have endangered human life and property and any accident / loss that are incurred on this account – either due to interruption in supply, or damage to any property / human being shall be your sole responsibility. You are hereby notified to remove unauthorized structures / buildings, projections / balconies / boundary wall etc. Immediately, failing which action will be intimated for removal of illegal structures through Executive Magistrates as also you will be

held responsible for any loss of life and property besides power failure and shall be prosecuted, as per law.

You are directed to remove the un – authorized structure within 15 days of receipt of this notice, in case you fail to do so, this office shall initiate action against you as per the provisions of Electricity Act. 2003 & Indian Electricity Rules, 1956 to ensure the clearance required.

**S.D.O
Operation Sub Division,
DHBVN,**

Endst. No.....	Dated	
Forwarded to the following for further necessary action, please:-		
1. SDM	for Information.	
2. Chief Electrical inspector		
3. S.E Ops DHBVN		
4. XEN (OP) Division, DHBVN		

**S.D.O
Operation Sub Division,
DHBVN,**

Conversion of supply of Govt. Schools from Agriculture feeder to Rural Domestic / Urban Feeder and removal of HT wire crossing over Govt. Schools (Sales Circular No. D-21/2013 Dated: 20/5/2013).

In pursuance of meeting held under the chairmanship of Hon'ble CM, Haryana on dated 18-03-2013, Nigam Management has decided as under:-

- 1. Govt. schools which are on agriculture feeder be shifted to rural domestic feeder and in case, the schools are situated near urban feeder then the same be got connected with urban feeder at the Nigam cost.**
- 2. HT wire crossing over the schools may be shifted immediately at Nigam cost.**

The time frame for completing the above work shall be one month for change of feeder and two and half months for HT Wire.

It shall be ensured by the Xen concerned that the above mentioned jobs should be done in time after getting the request of District education officers.

Construction of residences/ other buildings beneath LT/HT lines (Sales Instruction No. 05/2006 Dated: 24.01.2006).

The Nigam receives innumerable complaints/requests for shifting of electricity lines passing over residential locations in Urban areas. 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 el3ectricity 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.

Method of Power Line crossing of Railway Tracks (SALES CIRCULAR No. D- 39/2005 Dated14/12/2005)

Chief Electrical Engineer, N.W. Railway HQ office Jaipur have issued instructions to be followed rigidly regarding method of power line crossing of railway tracks.

In accordance with the provision of clause No. 7 of regulations for power line crossings of railway track, all low, medium and high voltage upto and including 11 KV crossing shall normally be done by means of underground cable only while the voltage higher than 11 KV crossings may be overhead or underground.

It is observed that due to maintenance problem, guard wire of crossing span get damaged and become loose after lapse of time/ageing, resulting breakage of guard wire and thus disruption of rail traffic. It is, therefore, decided that henceforth, all the new and modified power line crossings of railway track upto and including 33 KV shall be done by means of underground cable only. However, the existing 33 KV overhead crossings will continue.

Shifting of existing 11 KV/33 KV line against deposit estimates – procedure for preparing the deposit estimate (SALES CIRCULAR NO: D-9/2003Dated: 6.5.2003)

As per the existing instructions of the Nigam issued vide Sales Circular No.D-61/2001 dated 17.7.2001 departmental charges are not being levied on the works executed out of funds received under MP LAD scheme. The shifting of lines on the request of HSIDC/HUDA in Urban/Industrial Sectors planned by them are also not liable for the levy of department charges.

Due to rapid urbanization all over the State, houses are being planned and constructed under the 11 KV and 33 KV lines. As a result, these lines are dangerously close to the houses and chances of fatal accident taking place are very high. At present under the existing instructions of the Nigam, where-ever the consumer requests for the shifting of line he is required to deposit the cost of the estimate/shifting alongwith 24% departmental charges. While preparing the estimate the entire cost of material required for shifting as also the cost of labour is taken into account. The departmental charges are leviable in addition to the above.

This aspect has been considered by the Nigam and the following procedure is hereby laid regarding the recovery of charges for shifting of existing 11 KV/33 KV lines:-

1. The applicant will be required to pay the cost of the estimate as per the prevailing rates of material.
2. The departmental charges will not be levied over and above the estimated cost of the shifting.
3. Inspection charges @ 1 ½ % of the cost of the estimate shall continue to be charged.

The above instructions will be applicable for all future proposals. However, the cases of shifting in which the cost has already been deposited by the consumer/applicant, the estimates

SECTION-IV

REDRESSAL OF CONSUMER GRIEVANCES

4.1 Right to Service Act-2014

Right to Service Act-2014 (Sales Circular No. D-21/2015 Dated: 10/7/2015).

In compliance to the Law and legislative Department Notification No. Leg. 07/2014 dated 26th March, 2014 and Administrative Reforms Department Notification No. 07/31/2014-3AR dated 7th May, 2015 vide which Govt. of Haryana has notified the Right to Service Act-2014. The various services to be provided to the citizens within the time frame are enclosed herewith for strict compliance. The said notification and Right to Service Act – 2014 are also available on the website www.csharyana.gov.in.

Proper implementation of Right to Service Act-2014 to provide delivery of notified services to eligible persons within the time limits (Sales Instruction No. 12/2015 Dated: 14/8/2015).

Please refer to Sales Circular No. D-21/2015 issued on 10/7/2015 vide which the time frame of various services to be provided to the citizens pertaining to DHBVN was circulated for strict compliance.

A meeting was held under the Chairmanship of Chief Secretary on 3/8/2015 regarding Implementation of Haryana Right to Service Act, 2014. As per the deliberations held and decisions, taken in the ibid meeting, it has been decided as under:-

1. At the district level seminars of the officials who are designated officers as well as First Appellate Authorities and Second Appellate Authorities will be held for generating awareness amongst the officers about the time line prescribed in the notification of the State Government for delivery of various services. These seminars at the district level will be held within next one month SEs of each district will be responsible for organizing the same.
2. After completion of awareness campaign amongst the officers, a publicity campaign will be launched for making the public aware about their rights under the Act.
3. The Xen/Monitoring will obtain periodic reports from the district officers regarding the applications received and disposed off by the First as well as Second Appellate

Authorities, on the format enclosed. A bi-monthly report will also be submitted by Xen/Monitoring to the State Government.

(Sales Circular No. D-21/2015 is amended to the above extent).

4.2 Grievances Redressal Committee constituted under new Enterprises Promotion Policy-2015.

Grievances Redressal Committee constituted under New Enterprises Promotion Policy-2015 (Sales Circular No. D- 5/2016 Dated: 02/03/2016).

Enclosed please find herewith the notification dated 22.01.2016 received from Principal Secretary to Govt, of Haryana, Industries and Commerce Department on the subject cited matter for your kind information and further necessary action.

The above instructions should be brought to the notice of all concerned for careful and meticulous compliance please.

**GOVERNMENT OF HARYANA
INDUSTRIES & COMMERCE DEPARTMENT
Notification**

Dated 22nd January,2016

In supersession of the notification bearing No. 49/53/2005-41 B1 dated 8th -July - 2005, and in pursuance of provision of new Enterprises Promotion Policy 2015 under chapter 13 (iii), the Governor of Haryana is pleased to constitute followings Three Tier Grievances Redressal Committees to decide the disputes received either through the portal for the Redressal of Grievances (to be placed in Industries Department) or referred to these committees by the Industrial Association/Institution regarding the issues of simplification of the provision of Acts, policies, programs and official procedures which create bottlenecks in the smooth process of industrialization so as to encourage the congenial environment for the entrepreneurs.

1. Apex Level Grievances Committee (ALGC)

1	Chief Minister, Haryana	Chairman
2	Additional Chief Secretary Town & Country	Member
3	Additional Chief Secretary, PHED	Member
4	Additional Chief Secretary PWD (B&R)	Member
5	Additional Chief Secretary, Finance	Member
6	Principal Secretary Industry	Member cum CEO of EEC
7	Principal Secretary Environment	Member
8	Principal Secretary Forest	Member
9	Director General Industries & Commerce	Deputy CEO of the EEC

1.2 The ALGC may co-opt any member if so required, for proper and effective discharging of its functions.

1.3 Roles and Functions of Apex Level Grievances Committee (ALGC)

- 1.3.1 It shall be the apex body for the redressal of all grievances matters pertaining to the provisions of any Acts, policies, programmes, official procedures which create bottlenecks in the smooth process of Industrialization relating to the Industrial development in the state;
- 1.3.2 It shall be empowered to take decisions for redressal of the grievances for giving direction to concerned department/organization for amending, simplifying the provision of any Act, Policies and Programs for the smooth process of industrialization.
- 1.3.3 It shall consider all the pending disputes of existing industrial units pending with different department which shall received on portal for Grievances Redressal, categorized after analyzing their reasons and referred to the ALGC.
- 1.3.4 It shall consider all the matters referred by the State level grievances Committee, District Level grievance Committee and by the Industrial associations/Institutions for removal of grievances and bottlenecks for the smooth process of industrialization.

1.4 The Head Quarter of the ALGC shall be at Chandigarh.

1.5 The meeting of the ALGC shall be held once in three months under the chairmanship of Hon'ble CM or Principal Secretary to Chief Minister with all members of Empowered Executive Committee

1.6 TA/DA shall be drawn by the members from their respective departments.

2. State Level Grievances Committee:-

- 2.1 State Level Grievances Committee shall comprise of the following members:-

1	Additional Chief Secretary/ Principal Secretary to Government of Haryana Department	Chairman
2	Excise & Taxation Commissioner, Haryana	Member
3	Director Town & Country Planning, Haryana	Member
4	Managing Director, Haryana State Industrial Development	Member
5	Managing Director, Haryana Financial Corporation	Member
6	Managing Director, Uttar Haryana Bijli Nigam	Member
7	Managing Director, Daakshin Haryana Bijli Vitran Nigam	Member
8	Chief Administrator, Haryana Urban Development Authority	Member
9	Labour Commissioner, Haryana	Member
10	Chairman, Haryana State Pollution Control Board	Member
11	Director, Urban Local Bodies, Haryana	Member
12	Director of Industries & Commerce	Member

2.2 Any other HOD can be invited as a special invitee.

2.2 Role and Functions of the Committee

- 2.2.1 The Committee would take up grievances from individual units or associations either received through the portal for the grievances or on a reference from Haryana Enterprises Promotion Centers and District Level Grievances Committees
- 2.2.2 It will identify issues coming in the way of the smooth process of industrialization.
- 2.2.3 The issues necessitating policy decisions, amendment in the provisional of Act will be referred to the Apex Level Grievances Committee (ALGC) for consideration. 2 3
The Committee shall meet at least once in two months 2 4. The head quarter of the committee shall be at Chandigarh 2 5. TA/DA shall be drawn by the members from their respective departments.

3. District Level Grievances Committee.

3.1 The committee shall comprise of the following members:-

1	Deputy Commissioner of District concerned	Chairman
2	DGM Uttar/Dakshin Haryana Bijli Vitran Nigam	Member
3	Estate Officer HUDA/HSIIDC	Member
4	District Level Officers from Haryana State Pollution Control Board	Member
5	District Level Officers from Labour Department	Member
6	District Town Planner/Senior Town Planner	Member
7	District Excise & Taxation Commissioner	Member
8	Municipal Commissioner/Executive Officer. Urban Local Bodies	Member
9	Joint Director/Deputy Director of District Industries Centre	Member

3.2 Any other officer can be invited as a special invitee.

3.3 Role and Functions of the Committee.

- 3 3.1. The Committee would take up grievances from individual units or association either received through the portal for the redressal of grievances or on a reference from Enterprise Assistance Groups working with District Industries Centre for providing support to the industries particularly the MSMEs,

3.3.2 It will identify issues coming in the way of the smooth process of industrialization.

3.3.3. The issues necessitating policy decisions, amendment in the provisional of Act will be referred to Additional Chief Secretary/Principal Secretary to Government of Haryana Department of Industries & Commerce, for resolving either at the level of State Level Grievance Committee or Haryana Enterprises Promotion Board.

3.4 The Committee shall meet at least once in one month.

3.5 The head quarter of the committee shall be at District Level of the concerned District

3.6 TA/DA shall be drawn by the members from their respective departments

4.3 Forum for the redressal of grievances of consumers

Establishment of Forum for redressal of grievances of consumers (Sales Instructions No. 60/2006 Dated: 30/10/2006).

As per the guidelines contained in HERC regulation No.2/2004 circulated vide Sales Circular No.D-18/2006 dated 8.5.2006, Nodal Officer has been designated by the Nigam, who would convene & co-ordinate with the Forum for redressal of grievances of the consumers. A complainant can file complaint to the Forum on prescribed form after exhausting the channel of redressal of grievances contained in Complaint Handling Procedure relating to the Nigam, provided the complaint does not pertain to the same subject matter for which any proceedings before any court is pending or a decree or award or a final order has already been passed by any competent court.

As per HERC regulation, the Forum shall take up any kind of grievances / complaints except the complaint pertaining to :-

- a) Unauthorized use of electricity as defined under explanation to section 126 of the Act.
- b) Offences and penalties as specified under section 135 to 139 of the Act.
- c) Accidents & inquiries as specified under section 161 of the act.

Further as per HERC regulation, the Forum shall refer a copy of such complaint to the Nodal Officer, directing him to give his version of the case. In case, the Nodal Officer denies or disputes the allegation contained in the complaint, or omits or fails to take any action to represent his case, the Forum proceeds to settle the consumer dispute. Thus onus to defend the interest of the Nigam lies with the Nodal officer only. In this process the Nodal Office may seek assistance in preparation of reply / collecting record etc. from the concerned office and legal section of the Nigam. During ORC meeting held on 12.10.2006, it was brought the notice of the Management by the CE(s)/Op & SE(s)/Operation that a number of officers come for hearing and appearing before the Forum & thereby their office work & continuity of supply suffer badly causing inconvenience to the consumers.

As per HERC regulation, Nodal officer of the Nigam will convene, co-ordinate, reply and appear before the Forum on behalf of the Nigam. As such no other officer / official is empowered by the Nigam to appear or give any statement / evidence before the Forum.

Establishment of Forum for the redressal of grievances of consumers as per the provisions of Section-42 of the EA-2003 (Sales Circular No.D-18/2006 Dated: 08/05/2006

As per provisions of HERC regulation No.HERC/02/04 and in exercise of powers conferred under section 181 read with section 528 of section 42 of I.E.A.-03, DHBVN has constituted Forum for Redressal of Consumer Grievances vide S.E./Admn., vide office order No.136/SE/Admn. Dated 13.3.2006, comprising the following members:-

Sr.No.	Name of the officer	Name of Post
1.	Sh.V.K.Singla	Member-I
2.	Sh.Ajmer Singh	Member-II
3.	Sh.Ravinder Lohan	Member-III
4.	Sh.V.K.Seth	Secretary

Sh.V.K.Singla, is acting as Chairman of the ibid constituted Forum.

The address of the Forum is Room No.D-139 to 142 Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar.

The Forum shall take up all kind of grievances and complaints except pertaining to unauthorized use of Electricity as defined under section-126 of the act, offences and penalties as specified under section-135 to 139 of the act and accident and enquiries as specified under section 161 of the act. A copy of SE/Admn. Office order No. 136/SE/Admn. Dated 13.3.2006 and HERC regulation No.HERC/02/04 is attached for reference and record please.

Vide publicity of the constitution of the above Forum may be made and the Instructions may be brought to the notice of all concerned for meticulous compliance.

HARYANA ELECTRICITY REGULATORY COMMISSION PANCHKULA

Notification

**Dated 12.04.2004
Regulation No. HERC/ 02/2004**

In exercise of the power conferred on it by Section 181 read with Sub-Section (5) to (8) of Section 42 of the Electricity Act, 2003 (36 of 2003) and all other powers enabling in this behalf, the Haryana Electricity Regulatory Commission, to provide for a system of redressal of consumer grievances, makes the following Regulations.

PART- I GENERAL

1. Short title, Commencement and Interpretation
 - i) These Regulations may be called the Haryana Electricity Regulatory Commission (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers) and (Electricity Ombudsman) Regulation, 2004.
 - ii) These regulations shall be applicable to all distribution & retail supply Licensees in their respective licensed areas.
 - iii) These regulations shall extend to the State of Haryana.
 - iv) These regulations shall come into force on the date of its publication in the Haryana Government Gazette.
 - v) The Punjab general clauses Act 1898(1 of 1898), as applicable to the state of Haryana shall apply to the interpretation of these regulations.

2. Definition

In these regulations, unless the context otherwise requires: -

- a) "Act" means the Electricity Act, 2003;
- b) "Applicable legal framework" means the provision of the Haryana Electricity Reform Act, 1997 (10 of 1998) to the extent not inconsistent with the provisions of the Electricity Act 2003 (36 of 2003) read with applicable provisions of the Electricity Act 2003;
- c) "Appointed date" means 10th day of December, 2003;
- d) "Area of supply" means the area within which a distribution Licensee is permitted by his Licence to supply electricity;
- e) "Chairperson" means the Chairperson of the Forum;
- f) "Commission" means the Haryana Electricity Regulatory Commission;
- g) "Complainant" means:
 - i) a consumer of electricity supplied by the Distribution licensee including applicants for new connections; or
 - ii) The representative of complainant, authorised in writing, supported by the affidavit on Non Judicial Stamp Paper of appropriate value, duly attested by the Oath Commissioner/ Notary Public to represent the complainant before the Forum / Ombudsman; or
 - iii) Any voluntary consumer association registered under any law for the time being in

force; or

- iv) The Central Government or State Government who or which makes the complaint; or
 - v) One or more consumers, where there are numerous consumers having similar interest; or
 - vi) In case of death of a consumer, his legal heirs or authorised representatives; - who makes the complaint;
- h) "Complaint" means any grievance in writing made by a complainant that: -
- (i) there exists defect or deficiency in electricity service provided by the Distribution licensee;
 - (ii) an unfair or restrictive trade practice has been adopted by the distribution licensee in providing electricity services;
 - (iii) the distribution licensee has charged a rate in excess of that fixed by the Commission, for supply of electricity and related services;
 - (iv) the distribution licensee has recovered expenses, in excess of charges approved by the Commission, in providing any electric line or electric plant or electric meter;
 - (v) the electricity services provided by the distribution licensee, is unsafe or hazardous to public life and is in contravention to the provisions of any law in force;
- i) "Conduct of Business regulations" means "Conduct of Business regulations" as framed and published by the Commission under the applicable legal frame work;
- j) "consumer" means any person who is supplied with electricity for his own use by a distribution licensee or the Government or by any other person engaged in the business of supplying electricity to the public under the Applicable Legal Framework or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a distribution licensee, the Government or such other person, as the case may be;
- k) "Consumer dispute" means a dispute where the person against whom complaint has been made, denies or disputes the allegation contained in the complaint;
- l) "Distribution licensee" means a licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply and includes a deemed licensee;
- m) "defect" means any fault, imperfection or shortcoming in quality, quantity, standard of service, equipment or material which is required to be maintained by or under any law in force or under any contract, express or implied, or as is claimed by the distribution Licensee in any manner whatsoever in relation to electricity service;

- n) "deficiency" means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which is required to be maintained by or under any law in force or has been undertaken to be performed by distribution Licensee in pursuance of a contract agreement or otherwise in relation to electricity service or performance standard; violations of Electricity Supply Code, contraventions of Act, Rules or Regulations made there under with regard to consumer interest;
- o) "distribution system" means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers;
- p) "Electricity Ombudsman" means an authority to be appointed or designated by the Commission, under sub-section (6) of Section 42 of the Act, with whom a representation may be made by any consumer, who is aggrieved by non-redressal of his grievances by the Forum;
- q) "electricity service" means electricity supply, metering, billing, maintenance of distribution system and all other attendant sub services etc.;
- r) "Forum" means 'Forum for redressal of grievances of the consumers' to be constituted by each distribution Licensee;
- s) "Form" means form "appended to these regulations";
- t) "Member" means the member of the Forum and includes the Chairperson of the Forum;
- u) "Nodal Officer" means the convener designated by the distribution licensee who would coordinate with the Forum / Ombudsman / Commission;
- v) "restrictive trade practice" in respect of electricity supply means a trade practice which prevents, distorts or restricts competition in some manner "deemed to be prejudicial to consumer interest", if they raise cost unreasonably, or the prices and /or profit unreasonably, or if they lead to lowering of quality and shall include delay beyond the period agreed to by a distribution licensee in providing the electricity services ;
- w) "State Government" means the State Government of Haryana;
- x) "Licensee" means a person who has been granted a licence or is a deemed licensee under Section 14 of the Act;
- y) "unfair trade practice" means a trade practice which a distribution licensee, for the purpose of promoting sale, use or supply of electricity adopts any unfair method or discriminatory or deceptive practice of making any statement, whether orally or in writing or by visible representation which falsely represents that the services are of a

particular standard and / or quality made by him;

z) All other expressions used herein but not specifically defined herein but defined in the Act shall have the meaning assigned to them in the Act. The other expressions used herein but not specifically defined in these regulations or in the Act but defined under the Haryana Electricity Reform Act, 1997 shall have the meaning assigned to them under the said Act, provided that such definitions in the Haryana Electricity Reform Act, 1997 are not inconsistent with the provisions of the Electricity Act, 2003.

PART- II Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers

3. Constitution of forum(s)

(1) Every distribution Licensee shall within six months from the appointed date or date of grant of licence, whichever is earlier, establish a Forum or Forums for Redressal of Grievances of the consumers in accordance with these regulations.

(2) A distribution licensee may establish one or more than one forum. The concentration of the consumer in a particular area and the number of complaints expected to be received and the constraints of the forum in disposing of the complaint within a maximum period of three months from the date of receipt of Complaint by it may also be taken in to account while deciding the number of Forums and their locations.

(3) The head office of the "Forum" shall be at such place(s) as each distribution Licensee may specify in accordance with the sub section (2)

(4) The Forum shall consist of three members including the Chairperson, none from the licensee, to be appointed by the distribution licensee, out of the following persons namely:

(a) One member shall be possessing degree in Electrical/ Mechanical Engineering and having at least 20 years experience in the transmission, distribution and trading of electricity and who is or has been at least Superintending Engineer or at an equivalent post in an organization engaged in the business of transmission, distribution and trading of electricity.

(b) One member shall be possessing degree in law and having at least 10 years experience in legal/judicial profession; and

(c) One member shall be representative of a registered society of NGO / Consumer Organization or consumer activist engaged in protecting the interests of electricity consumers and shall be at least a Graduate with adequate experience and preferably from the geographical area of the concerned licensee.

(5) The licensee shall designate one of the members to be the Chairperson of the Forum.

(6) In the event the post of the Chairperson falls vacant, the senior most member will act as Chairperson till such time a regular incumbent is appointed.

(7) The age of the person to be considered for appointment, as member shall be minimum 40 years and not more than 62 years. Every member of the Forum shall hold office for a term of three years and shall not be eligible for reappointment.

Provided that no Member of the Forum shall hold office as such after he has attained the age of sixty-five years.

(8) The quorum of the forum shall be two members.

(9) The office of the Chairperson/ Members shall not be kept vacant for more than two months.

(10) Any member may relinquish his office by giving in writing to the distribution licensee a notice of not less than one month or by paying one month's salary in lieu thereof.

(11) The Chairperson and the member of the Forum shall not hold any office of profit during their tenure in the Forum.

(12) The salary, honorarium, TA/DA and other allowances payable to the members, and their terms and conditions of service shall be such as may be determined by the distribution licensee and approved by the Commission:

Provided that the salary, allowances and other terms and conditions of service of the Members, shall not be varied to their disadvantage after appointment.

(13) The office, staff and other facilities required by members of the Forum for efficient functioning of Forum shall be provided by the distribution licensee. Out of such staff, one person not below the rank of Class-I officer shall be designated as full time Secretary of the Forum.

(14) The approved expenses of Forum including all salaries, honorarium and allowances payable to Members and staff of the Forum shall be allowed as pass through expense in the Annual Revenue Requirement of the distribution licensee.

4. Removal of Member

(1) No member shall be removed from the office except in accordance with the provisions of this regulation.

(2) The distribution licensee may by order remove from office any Member if he

(a) has been adjudicated insolvent;

(b) has been convicted of an offence which involves moral turpitude;

(c) has become physically or mentally incapable of acting as a Member.

(d) has acquired such financial or other interest as is likely to affect prejudicially his

function as a Member.

- (e) has so abused his position as to render his continuance in office prejudicial to the public interest;
- (f) has been guilty of proven misbehaviour.

Provided that no Member shall be removed from his office on any ground specified in clauses (d), (e) and (f) unless the Chairperson of the Commission, on a reference being made to him in this behalf by the distribution licensee, has on an inquiry, held that the Member ought on such ground or grounds be removed.

- (3) The distribution licensee may, in consultation with the Chairperson of the Commission, suspend any member of the Forum in respect of whom a reference has been made to the Chairperson of the Commission under, sub regulation (2) until the distribution licensee has passed an order on receipt of the finding of the Chairperson of the Commission, on such reference.
- (4) A member who fails to attend three consecutive meetings of the Forum without any valid reasons and prior permission of the Chairperson shall forthwith cease to be a member of the Forum. If chairperson fails to attend three consecutive meetings of the Forum without any valid reasons and prior permission of his appointing authority shall forthwith cease to be the chairperson of the Forum

5. Jurisdiction of the forum

Subject to the other provisions of these regulations, the forum(s) shall have jurisdiction to entertain complaints within the entire/ specified (in case of more than one forum) area of the distribution Licensee.

Provided that each distribution licensee may establish more than one Forum so as to ensure that the Forum is able to dispose every complaint within a maximum period of three months from the date of receipt of complaint by it.

6. Duty of the Distribution licensee to notify

- (1) Every distribution licensee shall notify and bring to the notice of the consumers by whatever means deemed fit, the details of the Forum for Redressal of Grievances of the Consumers.
- (2) The distribution licensee shall make available copies of the procedure, written in English and Hindi, for lodging complaints to the consumers free of cost as and when required by the consumers.
- (3) The details such as Names of the Forum Members, its Secretary and their addresses, telephone numbers and other details shall be notified frequently by the distribution licensee in the media / press.

- (4) The bills issued by the distribution licensee to the consumers for the electricity supplied, shall contain the address and telephone numbers of the Forum for redressal of grievances of the consumers. The statement ‘consumers whose grievance is not resolved by the distribution licensee can approach the Forum established for redressal of the grievance, only after complying with Complaint Handling Procedure of the licensee as approved by the Commission.’ shall also be printed on such bills.
- (5) These regulations shall be put on the website of distribution licensee, copies made available up to the level of J.E.s in-charge of sub-offices and Deputy Commissioners of all Districts and Sub Divisional Officer (Civil) in Haryana for further distribution up to Panchayat /Blocks Samitis and shall be given wide publicity through electronic/print media.

7. Complaint that can be taken up by the Forum

The forum shall take up any kind of grievances/complaints as defined in regulation 2(h) of these regulations except the complaint pertaining to-

- (i) Unauthorized use of electricity as defined under explanation to section 126 of the Act;
- (ii) Offences and penalties as specified u/s 135 to 139 of the Act;
- (iii) Accidents and inquiries as specified under section 161 of the Act unless prescribed by the state govt. by general/ special order.

8. Procedure to file the Complaint

(1) Every complaint must be filed in writing in duplicate to the Chairperson of the Forum by the Complainant in Form-I.

Provided that

- i) the complaints relating to previous years pertaining to any grievance covered under regulation 7 can be filed with the forum within one year of its coming into existence.
- ii) after one year of the establishment of the Forum, only those complaints filed within 1 year of its cause for action shall be entertained by the Forum.
- iii) the complainant has exhausted the channel of redressal of grievances with the distribution licensee under the “Complaint Handling Procedure relating to Distribution & Retail Supply” as approved by the Commission at least up to XEN level.
- iv) The Complaint does not pertain to the same subject matter for which any proceedings before any court is pending or a decree or award or a final order has already been passed by any competent court;

(2) The Complaint can also be lodged through e-mail to the respective Forum's e-mail ID (which will be published by it widely). The hard copy of the complaint in duplicate should also be submitted within 7 days of sending the e-mail.

9. Manner in which the complaint shall be redressed

(1) On receipt of the complaint from any complainant, the chairperson or a person authorized by the Chairperson shall make endorsement on the grievance subscribing his dated initial. Complaint received shall be registered and serially numbered for each year.

(2) The Forum shall send an acknowledgement to the complainant within 7 days of receipt of complaint.

(3) Registered Consumer organization and other Non-Governmental Organization (NGOs) can file complaint on behalf of the Consumers, provided the consumer has agreed to be represented by the organization in writing. The consumer need not necessarily be a member of the consumer organization or NGO.

(4) On receipt of a complaint made under sub-regulation 7, the Forum may, by order, allow the complaint to be proceeded with or rejected.

Provided that the complainant shall be informed in writing giving reasons if the complaint is rejected;

Provided further that a complaint shall not be rejected under this sub-regulation, unless an opportunity of being heard has been given to the complainant;

Provided further that the admissibility of the complaint shall ordinarily be decided within fifteen days from the date on which the complaint was received.

(5) Where a complaint is allowed to be proceeded with, under sub-regulation 9(4), the Forum may proceed with the Complaint in the manner provided under these regulations.

10. Procedure to be followed by the Forum on admission of complaint

(1) The Forum shall,--

a) refer a copy of such complaint to the nodal officer directing him to give his version of the case within a period of twenty days or such extended period not exceeding ten days as may be granted by the Forum.

b) Where nodal officer on receipt of a copy of the complaint, referred to him under clause (a) denies or disputes the allegation contained in the complaint, or omits or fails to take any action to represent his case within the time specified by the Forum, the Forum shall proceed to settle the consumer dispute,-

i) on the basis of evidence submitted by the complainant and the distribution licensee, where the distribution licensee denies or disputes the allegations contained in the complaint, or

- ii) ex-parte on the basis of evidence brought to its notice by the complainant where the distribution licensee omits or fails to take any action to represent his case within the time given by the Forum; and
- c) where the complainant fails to appear on the date of hearing before the Forum, the Forum may either dismiss the complaint for default or decide it on merit, if possible, or serve a notice to the complainant to appear in person to explain the grievances within 15 days of the 1st hearing as decided by the Forum.

(2) Every complaint shall be heard as expeditiously as possible and an appropriate order shall be passed within a maximum period of three months from the date of receipt of complaint by the Forum:

Provided that no adjournment shall ordinarily be granted by the Forum unless sufficient ground exist and the reasons for grant of adjournment have been recorded in writing by the Forum:

Provided further that the Forum shall make such orders as to the cost for the adjournment as may be considered appropriate by the Forum;

Provided also that in the event of complaint being disposed off after the maximum period specified above, the Forum should record in writing, the reasons for the same at the time of disposing of the said complaint.

(3) Where during the pendency of any proceedings before the Forum, it appears to it to be necessary, it may pass such interim order as is just and proper keeping in view the facts and circumstances of the case subject to the condition that the complaint shall be decided within the maximum time of three months as specified in sub-regulation 10 (2).

(4) Proceedings of the Forum can be attended by any consumer:

11. Findings of the Forum

(1) If, after the proceedings conducted under regulation 10, the Forum is satisfied that any of the allegations contained in the complaint, about the electrical services, are proved, it shall issue an order to the distribution licensee directing him to do one or more of the following acts, namely: -

- (a) to return to the complainant the undue charges paid by him;
- (b) to remove the defects/deficiencies in the service in question;
- (c) to discontinue the unfair trade practice or the restrictive trade practice and not to repeat them;
- (d) not to offer the hazardous electrical services;
- (e) to withdraw the hazardous electrical services from being offered; and
- (f) to provide for adequate costs to parties.

(2) Every proceedings referred to in sub-regulation 11(1) shall be conducted by the Chairperson of the Forum and all the Members thereof sitting together:

Provided that where a member, for any reason, is unable to conduct a proceeding till it is completed, the Chairperson and the other Member thereof sitting together shall proceed.

Provided further that in the absence of the Chairperson, the senior most member shall preside over the proceedings.

(3) All decisions of the proceedings referred to in sub regulation 11(1) shall be taken by a majority of the Members present and in the event of equality of votes, the Chairperson shall have the second or casting vote.

(4) Every order passed by the Forum under sub-regulation 11(1) shall be a speaking order signed by its Chairperson and the Members conducting the proceeding.

(5) The proceeding and decision of the Forum along with the time frame for compliance shall be recorded and communicated to the complainant and the distribution licensee for compliance. The order of the Forum shall also be posted on the website of the Forum and / or Distribution licensee.

(6) The distribution licensee/ complainant shall implement the decisions of the Forum within the time frame specified in the order and compliance reported to the Forum within seven days of the implementation of the order.

12. Appeal

Any consumer aggrieved by an order made by the Forum or non implementation of the order of the Forum by the licensee may prefer an appeal against such order to the Electricity Ombudsman within a period of thirty days from the date of the order, in such form and manner as may be laid down in the regulations made by the Commission:

Provided that the Electricity Ombudsman may entertain an appeal after the expiry of the said period of thirty days if he is satisfied that there was sufficient cause for not filing the appeal within that period;

Provided further that the Electricity Ombudsman shall entertain no appeal by any consumer, who is required to pay any amount in terms of an order of the Forum, unless the appellant has deposited in the prescribed manner, at least fifty percent of that amount.

13. Monitoring report

The forum shall submit a report to the Commission on the category-wise number of complaints received, redressed and pending for the every quarter of calendar year in the Form-II.

PART- III ELECTRICITY OMBUDSMAN

14. Appointment and tenure

- (1) As per section 42 (6) of the Electricity Act 2003, the Commission shall appoint or designate an authority to be known as Electricity Ombudsman for settlement of consumer grievance concerning non-redressal of the consumer grievance by Forum established under clause 3 of this regulation under section 42(5) of the Act. As per section 42(7) of the Act, the Commission makes the following regulations regarding the time and manner in which the Ombudsman shall settle the grievance of the consumer.
- (2) The Electricity Ombudsman appointed/ designated should be an Electrical / Mechanical Engineer with ability, integrity and standing, conversant with the working of the Electricity industry and enjoying a high reputation. The person should have a minimum of 25 years of experience and who is or has been at least Chief Engineer or at an equivalent post in a public / private utility dealing with transmission, distribution and trading of electricity; exposure to management, legal or finance curriculum / services is desirable but not essential.
- (3) The minimum age of the person to be considered for appointment, as Electricity Ombudsman shall be 50 years and not more than 62 years.
- (4) The appointment of Electricity Ombudsman under this Clause may be made for a period not exceeding three years. Provided that the tenure of an Electricity Ombudsman, may be extended by the commission for further period not exceeding one year subject to an age limit of 65 years.
- (5) The remuneration and other perquisites payable to Electricity Ombudsman will be determined and borne by the Commission.
- (6) The Electricity Ombudsman shall be provided with a Secretariat. The cost of the Secretariat will be borne by the Commission.
- (7) Where the Commission is satisfied that in the public interest or for the reason of incapacity of the Electricity Ombudsman, it may for reasons to be recorded in writing and by giving him one month notice or by paying one month salary in lieu there of, remove any Electricity Ombudsman from his office.
- (8) The Electricity Ombudsman may relinquish his office by giving in writing to the Commission a notice of not less than one month or by paying one month's salary in lieu there of.
- (9) The Electricity Ombudsman shall not hold any office of profit during his tenure as Electricity Ombudsman.

15. Territorial jurisdiction

The territorial limits of Electricity Ombudsman extend to entire State of Haryana. If the

Commission appoints more than one Ombudsman, the Commission shall specify the territorial limits.

16. Location of office and temporary headquarters

The office(s) of the Electricity Ombudsman(s) will be located at such place(s) as may be specified by the Commission. In order to expedite disposal of complaints, the Electricity Ombudsman may hold sittings at such places within his area of jurisdiction as may be considered necessary and proper by him in respect of a complaint or reference, as the case may be, before him.

17. Powers and duties of Electricity Ombudsman

The Electricity Ombudsman shall have the following powers and duties.

- (1) To receive the representation from consumer(s) who is (are) aggrieved by the non-redressal of their grievances by the Forum.
- (2) The Electricity Ombudsman shall exercise general powers of superintendence and control over his office and shall be responsible for the conduct of business of his office.
- (3) The Electricity Ombudsman shall have the powers to incur expenditure on behalf of the office. In order to exercise such power, the Electricity Ombudsman shall draw up an annual budget for his office in consultation with Commission and shall exercise the powers of expenditure within the approved budget.
- (4) The Electricity Ombudsman shall perform any other functions as may be specified from time to time by the Commission with regard to the consumer grievances.

18. Procedure for filing a representation

- (1) Any consumer, who is aggrieved on account of non-redressal of his grievances by forum constituted under section 42 (5) of the Act, may himself or through his representative, make a representation in writing in Form -III, duly signed by the complainant or his authorised representative to the Electricity Ombudsman.
- (2) The representation shall state clearly
 - a) the Name(s) of the consumer(s), or the organization, postal address, telephone number and email address, if any, of the complainant.
 - b) The consumer number, category, address of the location of the service connection, name of the local distribution licensees' office and address against which the complaint is made, the facts giving rise to complaint supported by documents, if any and relief sought from the Electricity Ombudsman.
 - c) The name of the Forum, if already adjudicated by it, date of order, decision of the Forum (a copy of the order of the Forum to be enclosed).
- (3) No complaint to the Electricity Ombudsman shall lie unless:

- a) The complainant had before making a representation to the Electricity Ombudsman made a written representation to the Forum of the Distribution licensee named in the complaint and either the Forum had rejected the complaint or the complainant had not received any reply within a period of three months from date of filing of the grievance or the complainant is not satisfied with the orders of the Forum;
- b) The representation is made within one month from the date of receipt of the order of the Forum or such extended time as may be permitted by the Ombudsman;
- c) The complaint is fresh and has not been decided by the Electrical Ombudsman in any previous proceedings.
- d) The complaint does not pertain to the same subject matter for which any proceedings before any court is pending or a decree or award or a final order has already been passed by any competent court, and
- e) The complaint is not frivolous or vexatious in nature.

(4) After recording proper reason, the Electricity Ombudsman may register an appeal even after the expiry of the specified period, if it is satisfied that there exists sufficient cause for not filing it within that period.

(5) After registering the representation of the consumer, the Ombudsman, within 7 days of registration, shall call for records relating to the representation from the concerned Forum. The concerned Forum shall send the entire records within 15 days from the date of issue of such notice, to the office of the Ombudsman.

19. Rejection of the complaint

(1) The Electricity Ombudsman may reject the representation at any stage if it appears to him that the representation made is :

- a) frivolous, vexatious, malafide; or
- b) without any sufficient cause or;
- c) that it is not pursued by the complainant with reasonable diligence or;
- d) *prima facie*, there is no loss or damage or inconvenience caused to the complainant.

(2) The Electricity Ombudsman may reject a complaint at any stage, if after consideration of the complaint and evidence produced before him the Electricity Ombudsman is of the opinion that the complicated nature of the complaint required consideration of elaborate documentary and oral evidence and the proceedings before the Electricity Ombudsman are not appropriate for adjudication of such complaint.

(3) The decision to reject the complaint shall be conveyed to the concerned by way of speaking order in writing.

20. Powers to call information

(1) For the purpose of carrying out his duties, an Ombudsman may require the Distribution licensee named in the complaint or any of his officers to furnish certified copies of any document relating to the subject matter of the complaint, which is or is alleged to be in its possession, within 15 days.

Provided that in the event of failure of a Distribution licensee to comply with the requisition without any sufficient cause, the Electricity Ombudsman may, if he deems fit, draw adverse inference against the Distribution licensee and proceed to settle the case on the basis of material available on record.

(2) The Electricity Ombudsman shall maintain confidentiality of any information or document coming into his knowledge or possession in the course of discharging his duties and shall not disclose such information or document to any person except with the consent of the person furnishing such information or document.

Provided that nothing in this clause shall prevent the Electricity Ombudsman from disclosing information or document furnished by a party in a complaint to other party or parties, to the extent considered by him to be reasonably required to comply with the principles of natural justice and fair play in the proceedings.

21. Settlement of complaint by agreement

(1) As soon as it may be practicable to do, but not later than one week from the date of receipt of representation, the Electricity Ombudsman shall serve a notice to the nodal officer of the distribution licensee along with a copy of the complaint and endeavour to promote a settlement of the complaint by agreement between the complainant and the Distribution licensee named in the complaint through conciliation or mediation.

(2) For the purpose of facilitating settlement of the representation, the Electricity Ombudsman may follow such procedures, as he/she may consider appropriate. The process of mediation should be completed within 30 days from the date of issue of such notice.

(3) When a representation is reported settled through mutual agreement with both the parties in writing, the Electricity Ombudsman shall make a recommendation, in terms of the agreement. The copies of the case recommendation shall be sent to the complainant and the Distribution licensee concerned not later than 7 days from the date of recording / receipt of the mutual agreement.

(4) If a complainant accepts the recommendation of the Electricity Ombudsman, he shall send a communication in writing within 15 days from the date of issue of the recommendation confirming his acceptance to Electricity Ombudsman and state clearly that the settlement reached is in full and final settlement of complaint.

(5) The Electricity Ombudsman shall send the acceptance letter received from the complainant to the Distribution licensee to comply with the terms of the recommendations immediately but not later than 21 days of the receipt of such recommendation and the Distribution licensee shall inform the Electricity Ombudsman of its compliance within 7 days of the implementation of such recommendation.

22. Hearing of the matter and award

(1) Where the complaint is not settled by agreement under regulation 21, the Electricity Ombudsman may determine the manner, the place, the date and the time of the hearing of the matter as he considers appropriate.

(2) The Electricity Ombudsman may hear the pleadings of the parties and direct the parties to submit written statement of submission in the matter.

(3) The Electricity Ombudsman shall pass a speaking order giving reasons for his findings and award.

(4) The Electricity Ombudsman shall pass an award within a period of three months from the date of receipt of the complaint and send a copy of the award to the complainant, distribution licensee and HERC within 7 days. The distribution licensee/ Complainant shall inform the Electricity ombudsman of its compliance within 7 days of the implementation of the award .

23. Appeal before the commission

(1) A Distribution licensee/ consumer aggrieved with the Award may file an appeal before the Commission within one month from the date of receiving copy of the Award or within such further time as may be allowed by the Commission in special circumstances of the case where the Distribution licensee /Consumer justifies the reason for not being able to file the petition within the prescribed time.

Provided an appeal filed by a Distribution licensee shall lie only if the application has the approval of the Managing Director or the Chief Executive Officer or any other officer of equal rank, of the Distribution licensee, as the case may be.

(2) The Commission shall not receive any such additional or new material from Distribution licensee, which was not produced before the Electricity Ombudsman.

(3) The Commission on receiving such application shall serve a copy of the application as soon as possible, to the other party, requiring his reply to the appeal within a period of two weeks or such further time as the Commission may allow.

(4) The Commission may call for the comments of the Electricity Ombudsman in an appeal filed before the Commission provided the Commission is satisfied that such comments of the Electricity Ombudsman are necessary in the exigencies of the case.

24. Directions issued by the Commission

(1) The Commission on consideration of the appeal and being satisfied that the Award requires review by the Electricity Ombudsman shall remand the matter to the Electricity Ombudsman for reviewing the Award in the light of observation made by the Commission within such period as specified by the Commission.

(2) The remand of the matter as per sub-clause (1) by the Commission shall be made within a period of six weeks from the date of submission of the appeal or within such reasonable time as the Commission may consider necessary.

(3) If on consideration of the appeal, the Commission is satisfied that there is no ground for review of the Award it shall issue an appropriate direction to the Distribution licensee/ Complainant for the implementation of the Award within six weeks from the date of submission of the appeal or within such reasonable time as the Commission may consider necessary.

(4) If on the consideration of the appeal, the Commission is not satisfied with the award of the Ombudsman even after review by the Electricity Ombudsman as per sub regulation 24 (1), the Commission may take up the appeal to be dealt with under the Conduct of Business regulation of the Commission.

25. Report of Electricity Ombudsman

(1) The Electricity Ombudsman shall send to the Commission, by 1st May every year, a report containing a general review of the activities of his office during the preceding financial year and shall furnish such information as the commission may direct. The quarterly status report of the complaint should also be submitted in the Form -IV

(2) The Commission, if it considers necessary in the public interest, may publish the report and the intimation from the Electricity Ombudsman in such consolidated form or otherwise as it deems fit.

PART- IV Savings and Powers

26. Savings

Nothing contained in these regulations shall affect the rights and privileges of the consumers under any other law for the time being in force, including the Consumer Protection Act, 1986 (68 of 1986).

27. Powers to remove difficulties

If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may by general or special order, direct the Distribution licensee to take suitable action, not being inconsistent with the applicable legal frame work, which appears to it to be necessary or expedient for the purpose of removing difficulties.

The distribution licensee may make an application to the Commission and seek suitable orders to remove any difficulties that may arise in the establishment of the Forum as per these regulations.

28. Issue of orders or directions

Subject to the provisions of the Act, the Commission may from time to time issue orders or directions in regard to the implementation of these regulations to be followed.

29. Power to amend

The Commission may, at any time add, modify, delete or amend any provision of these Regulations.

30. Affidavit in support

All complaint shall be verified by an affidavit as per Form –V.

4.4 Bijli Committees for Prompt Redressal of Consumer Complaints.

Formation of Bijli Committees for Prompt Redressal of Consumer Complaints (Sales Circular No. D-6 /2014Dated: 20/01/2014).

It has come to the notice of the management that a large number consumer complaints regarding correction of bills, replacement of defective meters, release of new connection / extension of load and low voltage or any other problem relating to electricity are not being properly attended by the field offices and there may be resentment in the consumers. In order to provide better services to the consumers, in addition to other complaint redressal systems, it has been decided by the Nigam that a committee of 5-7 consumers from public opinion makers will be constituted at sub divisional/divisional and circle level by the respective officers. It will be ensured that there is no defaulting amount/theft cases pending against the members of the committee.

The committee members should be from different fields so that each category of consumers is represented. The committee shall hear the consumers who present their complaints to them and ensure that the complaints are attended promptly and are redressed within a week.

Concerned SDO/XEN/SE (OP) shall hold the committee meetings from 9:00 AM to 12:00 Noon as per schedule given below:-

1. SDO (OP) -- Every Monday .
2. XEN (OP) – 2nd and 3rd Monday.
3. SE (OP) – 4th Monday.

SE 'OP' shall ensure that the committees are constituted within 3 days under intimation to Director/Operation, DHBVN, Hisar and the meetings are held from the next Monday i.e. January-20th, 2014 onwards.

4.5 Defending of theft of Energy cases in the District Consumer Redressal Forum

Defending of theft of Energy cases in the District Consumer Redressal Forum (Sales Circular D-13/2006 Dated: 07/04/2006)

It has been brought to the notice of Management by the office of L.R., HVPNL, Panchkula that cases of theft of energy are beyond the preview of the District Consumer Redressal Forum. Recently, the Hon'ble State Commission has set aside the orders of District Forum, wherein, it was decided for restoration of connection on the payment of 30% of the amount arbitrarily, which do not carry any sanction of law.

Similarly, the interim orders in variably being given by the District Consumer Forums for restoration of supply in the cases of theft of energy by giving order of 20%, 30% or 40% payments which are not in the jurisdiction of the District consumer Forums. A particular judgments of Hon'ble State Commission in the revision petition No.118 of 2005 is enclosed herewith which may please be gone through carefully and the Nigam counsels may be advised to defend the cases on the basis of judgment given by the Hon'ble State commission in the interest of the Nigam.

STATE CONSUMER DISPUTES REDRESSAL COMMISSION, HARYANA, CHANDIGARH

Revision petition No. 118 of 2005
Date of Decision: 8.2.2006

Dakshin Haryana Bijli Vitran Nigam through its S.D.O. (OP) S/Divn. Est. Old Faridabad
PETITIONER (S)

V/S

M/s Parijat Polythene, Plot No. 5-B, Sector-15-A, Faridabad

RESPONDENT (S)

Present: Mr. I.P.S. Sawheny, Law Officer of the DHBVN-Petitioner.
Mr. Banarsi Dass, Member.

ORDER

R.C. Kathuria, President: -

Challenge in this revision is to the interim order dated 29.6.2005 passed by District Forum, Faridabad whereby directions had been given to the petitioner-opposite party for restoration of electricity supply to the premises of the complainant bearing account No. 2MS-518 on deposit of Rs. 1,34,000/- being 30% of the determined amount as well as other directions which would be noticed at the appropriate stage.

Put shortly, the facts as can be gathered from the record briefly stated are that the complainant was provided with connected load of 66.66 KW bearing account No. 2Ms-518 at its premises located at plot No. 5-B situated in sector 15-A, Faridabad by the opposite party. The complainant has been paying the electricity bills according to the consumption recorded regularly and the last bill amount was deposited on 30.5.2005. The details of the energy consumed for the period 30.12.2004 to 30.5.2005 have been given in para 5 of the complaint. On 12.5.2005 the complainant moved an application to the SDO (OP), East Old, Faridabad to check and remove the defective meter installed at its premises. Thereafter the premises of the complainant was inspected by the vigilance staff of the opposite party and Xen. M&P Faridabad was informed as per letter-dated 1.6.2005, for the deployment of the staff to reopen the seal and to change the LTCT meter. The complainant purchased a new meter on 21.5.2005 from Hare Krishna Enterprises, Ballabgarh and got the same tested from M&P Palla. It is the case of the complainant that in its absence vigilance staff of the opposite party inspected the premises of the complainant and removed the meter.

Revision Petition No. 113 of 2005.

After disconnecting the electric supply to the premises of the complainant on 20.6.2005. Thereafter a memo bearing No. 627 dated 21.6.2005 was served upon the complainant, wherein a demand of Rs. 13,40,000/- was made on the allegations that M&P seals of the meter were found tampered and theft of energy was being committed. Forced by these circumstances, the complainant invoked the jurisdiction of the District Forum whereby it was alleged that the opposite parties with ulterior motive has caused harassment as they had also disconnected other meter of M/s Exquisite Enterprises Pvt. Ltd., bearing account No. ESI-210 and M/s G.M. Motors bearing account No. KK-21/0325 under NDS category. Terming the demand made in the notice bearing No. 627 dated 21.6.2005 issued by the opposite party as illegal and unjustified, directions had been sought for the restoration of the electric supply to the premises of the complainant. In addition a compensation amount of Rs. one lac was claimed on account of harassment and mental agony caused to the complainant. This complainant was instituted on 27.6.2005 and notice of the same was given to the opposite party for 29.6.2005. On appearance of the counsel for the opposite party and after hearing them the impugned order was passed.

The learned Law Officer representing the petitioner and learned counsel representing the respondent have been heard at length.

The learned Law Officer representing the petitioner made a frontal attack on the legality of the impugned order dated 29.6.2005 passed by District Forum by making five fold submissions. Firstly, that the District Forum without affording an opportunity to the opposite party to file reply to the complaint and the application seeking interim relief had decided the application which procedure has caused prejudice to the rights of the petitioner. Secondly, that the complainant was found indulging in committing theft of energy and for that reason action of the opposite party in disconnecting the electric supply to the premises of the complainant could not be termed as deficiency of service and for that reason the District Forum has no jurisdiction to grant the interim relief so detailed in the order. Thirdly, that while passing the impugned order, mandatory requirement of section 13 (3-b) of the Consumer Protection Act, 1986 have totally been ignored by the District Forum. Fourthly, that order of restoration of electric supply to the premises of the complainant without requiring to deposit the total amount of Rs. 13,40,000/- so demanded in terms of the sales circular No. D-36/2004 issued under the provisions of the Electricity Act-2003 (hereinafter referred to as the Act, 2003) was not sustainable. Fifthly, that the District Forum has no jurisdiction to stall registration of the FIR by the opposite party against the complainant. Opposing the submissions made, the learned counsel representing the respondent-complainant justified the impugned order of the District Forum for the reasons stated therein. Additionally, it was contended by him that demand raised in memo no.627 dated 21.6.2005 served upon the complainant on the basis of circular No. D-36/2004 is totally illegal as this circular has been issued without any competent authority required under the provisions of Act, 2003.

The reasons which prevailed upon the district Forum to issue the order for restoration of the electric supply to the premises of the complainant so recorded in the order as under: -

"The District Forum is of the opinion that evidence from both the sides are yet to be adduced only after adducing the evidence, a final decision will be taken in the case but at this stage it will be appropriate to direct the respondent to restore the connection of the complainant. Without going into the merit of the case, the Forum has observed that generally a factory is being run for 8 hours daily i.e. for one shift and the penalty always imposed by taking into consideration 3 shifts by the DHBVNL. If calculation is made then the amount is found to be approx. Rs. 4,46,667/- Adopting the same formula which is generally adopted in all cases for

the restoration of the connection, the complainant is directed to deposit 3% amount of Rs. 4,46,667/- which becomes Rs. 1,34,000/- approximately. The respondents are ordered to restore the connection of the complainant bearing account No. 2 MS-518 on the basis of the old security after getting intimation of deposit of the requisite amount within 48 hours and further getting all the formalities completed required to be completed. The respondents are also ordered not to get lodge any FIR against the complainant and if any FIR has been lodged the same be not pursued."

The submissions made from the side of the petitioner shall be dealt within *seriatim*. The record of the case would show that the complaint was instituted in the District Forum Faridabad on 27.6.2005. After it was admitted for hearing on the same day, notice of the complaint and that of the application for interim relief was given to the opposite party for 29.6.2005. The summons which were sent to the opposite party were issued on 28.6.2005 for 29.6.2005 and on 29.6.2005 the impugned order was passed. The grievance made from the side of the petitioner that adequate and proper opportunity was not given to the opposite party to file reply to the complaint as well as interim application are borne out from the record. It is not understandable as to why such a short notice was given to the opposite party because no reasons have been recorded in the order, which could render any justification in this regard. The District Forum was duty bound to take notice of the fact that opposite party is a commercial undertaking and would require ample and proper time to file reply to the contentious issues raised in the complaint as well as in the application for interim relief. Top hurry on the part of the District Forum to dispose of interim application has denied the opposite party to file their reply to the complaint as well as interim application so as to help the District Forum to decide the controversy in the proper perspective after taking notice of the stand of the opposite party supported by written statement, reply and documents in support thereof or otherwise. Thus prejudice caused to the petitioner on this account is spelled out on record.

Coming to the other submission mad, it is the case of the opposite party that the premises of the complainant were inspected by M&P Division on 20.6.2005 and it was found that MCB seal provided by SDO (OP) East Sub Division, during re-setting the MDI on 5.1.2005 vide seal No. F-16069 sealer no. BD687 verified by the SDO (OP) East Sub Division were found tampered with. Accuracy of the same could not be checked. On further checking through MCB glass, it was found that seal of MDI was also found tampered and no seal was found at the meter cover and re-fixed on terminal cover. The meter was found tampered after tempering the above seals and it is a case of theft of energy and checking report-dated 20.6.2005 was submitted to the authorities. Thereafter, penalty amount of Rs.

13,40,000/- was assessed as per sales circular No. D-36/2004 for which notice bearing memo No. 627 dated 21.6.2005 was served upon the complainant. It is, however case of the opposite party that checking report was signed by the representative of the complainant and at that time no objection was raised by him. A copy of the checking report was also delivered to the representative of the complainant. The complainant in the complaint has referred to the checking of the meter made by the officials of the opposite party and also admitted receipt of the demand notice bearing No. 627 dated 21.6.2005, but at the same time, it asserted that a team of vigilance of the opposite party had inspected the premises of the complainant in the absence of any responsible person of the complainant and had not delivered any inspection report or checking report to him. At the same time, it maintained that while disconnecting the electricity supply to the premises of the complainant, meter was also removed by the officials of the opposite party. It was brought to the notice of the District Forum by the counsel representing the petitioner that at the time of checking of the premises of the complainant on 20.6.2005 seals of the meter were found tampered with and for that reason theft of energy was committed by the complainant for which demand notice was served and was under the circumstances justified. The District Forum after noticing the stand of the opposite party did not *prima facie* record and finding in this regard and brushed aside main issue by observing that "the Forum is of the opinion that evidence from both the sides are yet to be adduced. Only after adducing the evidence, a final decision will be taken in the case but at this stage it would be appropriate to direct the respondent to restore the connection of the complainant."

Not only that, it has also clearly brought out from the impugned order that the District Forum has totally ignored the requirements of the provisions of section 13 (3B) of the Consumer Protection Act, 1986 while deciding the application. It has been expressly provided therein that "where during the pendency of any proceeding before the District Forum, it appears to it necessary, it may pass such interim order as is just and proper in the facts and circumstances of the case "From the above stated provisions, two key requirements are spelled out Firstly, that the district Forum has to record a satisfaction of necessity and secondly to take extra care that the orders to be passed should under the facts and circumstances of the case are just and proper. Needless to say by incorporating these requirements the Parliament in its wisdom has laid emphasis on facts and circumstances of case which would ultimately enable the exercise of power so vested in the District Forum under these provisions. The object appears to be that the District Forum may not travel beyond the facts of the case and to pass orders for the reasons other than brought on record by the parties. These provisions aim to check on the fanciful or whimsical

exercise of the process by the District Forum. Where interlocutory remedy has been provided under these provisions an onerous duty is cast upon the District Forum that exercise of this power should reflect that it has been done in just and proper manner on the basis of facts and circumstances brought before it. Therefore, these provisions also require the District Forum, at the initial stage, to consider existence of prima-facie case that theft of energy was spelled out or not as the first instance and then to consider whether order of stopping the payment of the demanded money while restoring the energy supply to the premises of the complainant was called for or on what terms the interim order was to be passed. The above quoted order would clearly show that the genesis of the above stated provisions have not been kept in view while passing the impugned order.

It deserves to be noticed that at this stage that after recording a prima-facie finding that theft of energy was committed by the complainant, the District Forum is required to keep in mind that then it has not jurisdiction even to entertain and grant the interim relief. That being so, the question whether assessment of the penalty amount of Rs. 13,40,000/- for which demand was made from the complainant vide memo No. 627 dated 21.6.2005 was justified under sales circular No. D-36/2004 or sales circular No. U-15/2005 issued in terms of the provisions of section 15 of the Act, 2003, cannot be gone into at this stage under the provisions of the Consumer Protection Act, 1986. This conclusion can be explained on the premises that before obtaining electricity supply to the premises of the complainant, the complainant had entered into an agreement with the opposite party and the supply of energy is regulated by the terms and conditions sent out in such an agreement. The complainant can only be construed as a consumer for enforcement of lawful right flowing from the bi-lateral agreement, not otherwise. By now it is well settled that it is only where the District Forum comes to a prima-facie finding at the initial stage of the proceedings that the complainant and not committed theft of energy, then it would be required to examine the justification for passing the order which should be just and proper under the circumstances of the case.

Coming to the last submission made, it is discernable from the impugned order that the District Forum while calling upon the opposite party to deposit Rs. 1,34,000/- being 30% of amount of Rs. 4,46,667/- had adopted a formula of its own which has not sanction of law and for the reason such a direction in the order can not be upheld Surprisingly, in this case, the District Forum had even gone to the extent of directing the opposite party not to lodge any FIR in this case and in case any FIR is lodged against it, it should not be pursued such a direction under the law can not be given and the directions so given being totally illegal can not be allowed to be sustained and consequently the same can not be enforced.

For the aforesaid reasons, we have come to the conclusion that the District Forum had committed patent illegality while passing the impugned order and while accepting the revision petition the same is set-aside. At the same time, we make it clear, it will be open to the complainant to move the District Forum afresh to consider his prayer and the District Forum shall given an opportunity to the opposite party to file reply to the application seeking interim order.

No observations made in this order for the purpose of disposal of this revision petition shall be construed as an expression of opinion on the merits of the case.

Announced: 8.2.2006

Sd/-
(Justice R.C. Kathuria)
President

Sd/-
(Banarsi Dass)
Member.

4.6 Redressal of public grievances regarding billing disputes

Redressal of public grievances regarding billing disputes (Sales Circular No. D-01/2013 Dated: 02/01/2013).

In order to rationalize the settlement of consumers billing disputes for connected and PDCO cases & to redress the Consumer Grievances, Nigam has decided to delegate the powers to various functionaries of the Nigam as per details given below:-

Sr. No	Reason of charging amount	Authority to refund	Existing powers	Proposed powers
1.	Clerical mistake/wrong application of tariff	SDO	Full Power	Full powers with surcharge
2.	Locked Premises	SDO	Full Power	(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	Full Power	(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	Full power	(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	Upto Rs 50, 000	(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	Upto Rs 1,00,000	(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	Beyond	(i) Upto Rs.1 Lac

			Rs. 1, 000	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/Com ml.		(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.2500/- with concurrence of IA	Rs.5000/- with concurrence of IA.
		XEN/OP	Upto Rs. 50, 000	(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	Upto Rs. 1, 00, 000	(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	Beyond Rs. 1, 00, 000	(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/Com ml.		(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).
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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 off the application within 30 days.

Redressal of public grievances regarding billing disputes (Sales Circular No. D-37/2012Dated: 05/11/2012)

Please refer to sale circular no.D-96/2001 vide which delegation of powers to various functionaries of the Nigam for settlement of consumer billing dispute was circulated.

The matter has been reviewed further and decided by the management that the XEN/OP shall visit atleast 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.

4.7 Complaints regarding non maintenance of complaint register in Complaint Centres / Bijli Suvidha Kendra

Complaint handling procedure — Standards of Performance for the Distribution Licensee — expanding scope of BSK to meet HERC Standards (Sales Circular No. D-19/2007 Dated: 22/03/2007).

Detailed guidelines, as contained in HERC Regulations on Standards of Performance of Distribution Licensee' were circulated vide Sales Circular No.D-38/2004 dated 16.12.2004 to initiate action for recording and redressal of consumers complaints within the stipulated time limit.

The HERC has laid down certain Standards of Performance of Licensee vide the Haryana Electricity Regulatory Commission (Standards of Performance for the Distribution Licensee) Regulations, 2004. The regulations also provide for compensation to be paid to consumers, if actions are not taken by the Nigam in the time prescribed in the regulations. The HERC had allowed time till February 2005 to implement the standards. In case of default in timeframes specified, the urban consumers were to be paid compensation *by the Nigam* from 1st August 2005 and to the rural consumers from 1st August 2006. Both the deadlines are long over. The HERC also requires quarterly filing of detailed reports in this regard in prescribed format. If consumers start filing complaints to the Commission, the Nigam shall have to pay compensations.

With a view to ensure proper compliance of HERC Regulations on Standards of Performance of Distribution Licensee and to avoid financial loss to Nigam and its employees on account of failure to meet distribution standards as prescribed in the Regulations, it has been decided to expand the scope of BSKs to lodge all other types of electricity related complaints.

In order to mitigate the grievances of various categories of consumers, the Nigam has decided to lay down the following guidelines with regard to recording of complaints and disposal of complaints within HERC prescribed timeframes –

1. The Standards of Performance shall be widely published- by means of leaflets/newspapers and also published on Nigam offices on signboards. Copies of Standards shall be got printed and made available to consumers free of cost. Standards shall also be put on Nigam website for the aid of consumers.
2. There shall be one single interface telephone number of the Nigam for all the consumers in a district. All consumers (both urban and rural) of a district

shall call the Nigam at only one number-1912. If the number has not been procured, then it may be done immediately from BSNL authorities by GM Operations and made toll free. Adequate publicity may be made of the toll free number within the district and leaflets informing consumers about the Nigam's public interface number, may be sent to each consumer of the district.

3. SDO CCC shall also be in charge of BSK.
4. The existing BSK shall provide 24 hours service. Unique complaint number shall be generated and informed to the applicant on telephone. There shall be computerized recording of complaints (GM IT DHBVN shall ensure availability of software with access for HERC so that HERC can see progress of any complaint at any point of time and reassure itself that that prescribed Standards of Performance are being met by the Nigam). The software should be able to record Sr. No., Name, father's Name, Address (with exact location), contact no., type of complaint, convenient time for visiting, remarks etc. and software shall also automatically apply HERC time frame to each complaint for the aid of Consumers and Nigam officials. Printed acknowledgement card mentioning date and time of complaint and HERC prescribed timeframe for disposal shall be sent to the consumer by registered post by the BSK the very next day.
5. BSK staff shall be trained about billing issues and other matters so that they can handle consumer complaints with comfort. BSK shall attend the persons on telephone and explain them the procedures for various matters, the documents required and prescribed charges payable.
6. In case of new connection request for DS & NDS category, the applicant shall be asked to suggest a fixed date and time when he will be at home and in position to make available the desired documents/charges and these shall be noted down in the register accordingly. The timing shall be fixed for afternoons.
7. The daily scroll of complaints of non-supply and other matters shall be forwarded to CCC every morning and evening. Proper receipt shall be obtained from the CCC by the BSK staff.
8. SDO CCC shall proceed to resolve the complaints on day to day routine basis within HERC prescribed timeframes and provide information back to BSK in same scroll forms as regards the status of each complaint.

9. In case of new connections, the DGM CCC shall ensure that the JE/FM/AFM will visit the house at scheduled time carrying with him the complete file containing A&A form, digital camera for photograph of the consumer and the premises, RO-4 Receipt (and also GPS in case of tubewell connections). After site verification and premises photograph, he will get filed in A&A form with supported documents. The payment shall be accepted in the shape of DD/Local Cheque except in case of DS/NDS/AP consumers who are maintaining no bank account. Wherever, the applicant hands over the A&A form with charges, the JE/FM/AFM will issue RO-4 receipt in token of having received the charges as well as acknowledgement of form. JE/FM/AFM, on next day, will submit the A&A form and charges in the Consumer Care Centre from 9.00 AM to 10 AM.
10. SDO CCC shall ensure proper co-ordination between BSK and CCC and ensure 100% consumer satisfaction. The monthly progress report shall be filed with HERC directly by SDO CCC in prescribed format of HERC Regulation on Standards of Performance, 2004.
11. SDO CCC shall ensure that replies on action taken on consumer complaints (mentioning HERC standard and time taken by the Nigam) are sent by registered post to the consumers immediately after the complaint has been disposed off.
12. Any functionary violating standards of performance shall be doing so at his own risk.

Complaints regarding non maintenance of complaint register in Complaint Centres / Bijli Suvidha Kendra (Sales Instruction No. 22/2010 Dated: 21/10/2010).

Detailed instructions regarding complaint handling procedure as prescribed by the HERC was issued / circulated by the DGM/Mon, DHBVN, Hisar vide instructions No. 5/MON-2006 dated 21.9.2006 for meticulous & strict compliance. Numerous complaints have been received from the various consumers of almost each area in DHBVN that the complaints lodged by them particularly about the meters being burnt/ dead stop/ defective are not being entered in the complaint register and the meters are not being replaced for a substantial period. Further whenever the premises of such consumers is inspected by any inspecting officer/ agency, a huge penalty is being charged against them for the meter gets

burnt/dead stop/defective etc. & no cognigence of the complaint lodged by them is taken by the inspecting officer/agency or by assessing officer which results in harassment to the consumer & a bad name to the Nigam.

The management has taken a serious view of such type of omissions / casual attitude by the concerned staff and have decided that the Complaint Register should be maintained invariably and all the complaints be entered in the complaint register even if the same are attended instantly. Further where the complaint is about the non working of the meter as well as non supply of the electricity because of defective meter and the same is restored without change of the meter by the complaint staff, the concerned staff should invariably record these facts in the complaint register and make a report of the same to the concerned sub division immediately thereafter. Further the meter should be replaced immediately and in case the meter is not available, the consumer should be asked in writing to arrange his own meter so that the burnt/ dead stop/ defective meter is replaced at the earliest possible and the complaint regarding charging of heavy penalties/ average etc. by the consumer are redressed. It has further been decided that the concerned SDO shall carry out the checking of each Complaint Centre/BSK atleast once in a month and shall ensure that all the complaints regarding failure of interruption/ power supply, voltage variation and metering etc. are invariably recorded in the complaint register. Simultaneously he will also check that wherever the supply of the consumer is restored by the complaint staff after by-passing the meter, the report of the same is submitted to the sub division within two days positively. Xen/OP concerned shall also carry out the test checking of all the BSK / Complaint Centre so as to ensure the compliance of these instructions. Non compliance of these instructions shall be viewed seriously.

SECTION-V

5.1 Independent Feeder/Essential feeder

**Recovery of service connection charges for extension of load on independent feeder
(Sales Circular No. D-42/2019 Dated: 27/12/2019).**

Hon'ble Haryana Electricity Regulatory Commission in their order dated 27/11/2019 has revoked order dated 7th June, 2017 which was implemented vide S.C. No. D-26/2017. Accordingly, now the charges for extension of load on independent feeder are to be recovered as per the provisions of HERC regulations No. HERC/34/2016 dated 11th July, 2016 circulated vide sales circular No. D-23/2016.

As per the provisions of regulations 4.8.1 read with Annexure-I of HERC regulations, for connection at 11 KV or higher voltage, under department execution the actual cost or total service connection charges whichever is higher is to be taken from the applicant. In case of self-execution, where the total service connection charges are greater than the estimated cost, then the difference of total service connection charges and estimated cost is also to be got deposited. Therefore, for the extension of load on an independent feeder, the determination of actual cost, total service connection charges and service connection charges payable are to be undertaken as per following guidelines:-

A. Determination of Actual cost: - The approved estimate /actual expenditure for the creation of original independent feeder shall be taken from the existing office record. As per regulations, since only the cost of line, breaker, bay etc. (for 11 KV and above), is to be taken, therefore the costs pertaining to metering equipments, if included in estimate should be excluded for finalizing the actual cost of independent feeder. Further, where erection of feeder was undertaken under self-execution scheme, it should be ensured that the departmental charges, overhead charges, if included in the estimate should be excluded while working out the actual cost of independent feeder.

In case more than one applicant is connected on the independent feeder then, the proportionate cost of approval estimate / actual expenditure be considered for determination of actual cost, as in some cases , feeder would have been erected jointly by 2 applicants and estimate amount is reflecting in one consumer account only and no share cost was transferred officially. In other case

after the erection of feeder, the second applicant is added and given the share cost officially through Nigam or no share cost has been transferred.

In case the augmentation of line is required for releasing the extended load, then the approved estimated amount for augmentation be also added for finalizing the actual cost.

B. Determination of Total Service Connection charges :- The total service connections charges will be the sum of service connection charges for existing load and extended load as per following:-

- (i) **Service connection charges of existing load:** - The service connection charges for existing load be calculated at the rates prevailing at the time of taking connection on original independent feeder.
- (ii) **Service connection charges for applied extended load:-** The service connection charges be calculated for extended load as per the provisions of Annexure-I of HERC regulation No. HERC / 34 / 2016 dated 11th July, 2016 circulated vide SC No. D-23/2016.

In case of more than 'consumer on independent feeder, the additional service connection charges for length greater than 150 meter will be apportioned on the basis of load and section length.

C. Payable Service Connection charges:- The service connection charges payable for extension of load on independent feeder is to be calculated as under if :-

- (i) **Actual Cost is greater than Total service connection charges:-** When the actual cost determined at sr. no. (A) is more than the total service connection charges determined at (B) , then no service connection charges are payable by the applicant for extension of load.
 - (ii) **Actual Cost is less than Total service connection charges:-** When the actual cost determined in sr. no. (A) is less than the total service connection charges determined at (B), then the payable service connection charges would be the difference of total service connection charges determined at Sr. no. (B) and actual cost determined at Sr. no.(A)
- D.** Since Hon'ble commission has revoked their order dated 7th June, 2017, therefore all the cases of extension of load on independent feeder after the notification of HERC regulations in gazette on dated 19.7.2016 be dealt as per the above procedure and wherever the cost has not been recovered the same be recovered as per the above guidelines ,

E. Sales Circulars No. D-26/2017 and D-9/2019 are withdrawn completely and accordingly half margins charged or any other notices issued under these circulars be also amended accordingly".

Connection of new consumer on existing independent feeder (Sales Circular No. 28/2019 Dated: 11/07/2019).

The existing instructions with regard to independent feeder have been provisioned in Sales Circular No. D-23/2016 and D-28/2016 as per HERC regulation No. HERC/34/2016 dated 11.7.2016 on power to recover expenditure. As per the provisions of clause 4.8.2(vii) of the regulations, the consent of original consumer is not required when the load is less than 70% of the rated capacity of the feeder. Since the maximum capacity allowed is 5 MVA on 11 KV feeder and 25 MVA on 33 KV level and keeping in view the fact that the size of the conductor/ cable provided is not exactly equivalent to the existing load, therefore for proper implementation of the regulations, following clarifications are hereby given:-

- a) For independent feeder, at 11 KV level, the maximum capacity to be considered for feeder is 5000 KVA and 70% would be 3500 KVA. Therefore when the contract demand of the consumers already connected on independent feeder is equal to or greater than 3500 KVA irrespective of size of conductor / cable, for new addition the consent of original consumer must be taken before sanctioning the connectivity of new consumer on existing independent feeder. Also, when on adding the load of new consumer the combined load exceeds 3500 KVA, in that case also the consent of original consumers be taken.
- b) For independent feeder, at 33 KV level, the maximum capacity to be considered for feeder is 25 MVA and 70% would be 17.5 MVA. Therefore, when the contract demand of the consumers already connected on independent feeder is equal to or greater than 17.5 MVA irrespective of size of cab1e/ conductor, for new addition the consent of original consumer must be taken before sanctioning the connectivity of new consumer on existing independent feeder. Also, when on adding the load of new consumer the combined load exceeds 17.5 MVA in that case also the consent of original consumer be taken.

(The sales circulars No. D-23/2016 and D-28/2016 are amended to the above extent).

Clarification regarding sharing cost & charges for applicant taking connection on an already existing independent feeder (Sales Circular No. D-18/2019 Dated: 9/5/2019).

The instruction regarding charges for new connections have been issued vide sales circular no. D-23/2016, vide which HERC regulations on power to recover expenditure have been circulated. However, it has been observed that when a new consumer is added to the already existing independent feeder, calculations are done for the link line only considering it as normal feeder and in some cases the share cost is not being taken and also the benefit of service connection charges taken by original consumers is also not considered. Therefore, for such cases, the following guidelines are hereby prescribed:-

- a) In respect of independent feeders, all the calculations are to be undertaken from the sub-stationed.
- b) The separate record of independent feeder is to be maintained for every consumer connected on independent feeder with respect to following information:-
 - (i) Estimated cost approved for the applicant
 - (ii) Work done departmentally / self-execution
 - (iii) Amount deposited as supervision charges
 - (iv) Amount deposited as estimated cost
 - (v) Amount deposited as service connection charges
 - (vi) Amount deposited as metering charges
- c) The sketch of the independent feeder is to be maintained depicting following information:-
 - (i) Length of each section
 - (ii) Cable/conductor size used in each section
- d) When a new applicant applies for connection to an already existing independent feeder, the charges is to be calculated as per following:
 - (i) For works commissioned under self -execution, the original cost of independent feeder after excluding metering charges, departmental charges (10%) and overhead charges (16.5%) is to be proportioned between the various sections of the independent feeder based on the length of the line. If in any section different size of cable is used than that should also be factored in.
 - (ii) The apportioned cost for any section of line is to be apportioned between the consumers based on the KVA capacity of the consumers connected on that section of line.

- (iii) In case for new consumer, if the augmentation of common portion is required, then the complete augmentation cost is required to be apportioned to the new applicant.
- (iv) The service connection charges based on applicable per KVA rate is to be calculated for the new consumer as per the existing rate
- (v) The additional service connection charges are to be calculated for the complete length of feeder for every section. The benefit of 150 meter will be given for the section of the line originating from the substation. The additional service connection charges for every section is to be apportioned among consumers connected to that section in the ratio of their KVA capacity.
- (vi) Thus, for every applicant after adding their contribution in every section, the estimated cost and additional service connection charges will be worked out.
- (vii) The difference of total estimated cost to any applicant [shared+ new] and estimate cost of his new portion is the shared cost which is to be passed on to the original consumers/Nigam.
- (viii) Wherever the applicable service connection charges (fix + additional) is greater than the total estimated cost [shared+new], the difference is also payable.
- (ix) For original consumers, the service connection charges are to be calculated as per the old applicable rate and only the positive difference of revised estimated cost and service connection charges is payable from the shared cost deposited by new applicants and balance will be kept by Nigam.

Accordingly, the calculations are to be done as per the above guidelines so that there is no revenue loss to the Nigam, when the applicants have opted their connection through already existing independent feeder.

Construction of Independent feeder for a single or a group of consumers (11KV) (Sales Circular No. D-40/2017 Dated: 30/10/2017).

Please refer to S.C. No. D-23/2016 dated 30/8/2016 issued in compliance to the HERC (Duty to supply electricity on request Power to recover expenditure incurred in

providing supply and Power to require security) Regulations, 2016 and Sales Circular No. D-28/2016 dated 12/9/2016 issued thereafter, on the subject matter. Clause-3 of Regulation 4.8.2 of ibid regulation duly mentioned in the aforesaid Sales Circular, stipulates as under :-

"If more than one applicant/consumer(s) are required to be fed from the existing independent feeder due to right of way or other similar problems, the utility shall connect such consumer(s) to an existing independent feeder provided they are of the same category i.e. HT Industrial, HT Non Domestic Supply/Bulk Supply consumers. In such cases metering arrangement at the consumer end would be mandatory".

In this regard, Hon'ble Commission vide its order dated 3/10/2017 against case No. HERC/PRO-17 of 2017 has now clarified that :-

"HT Non Domestic Supply and Bulk Supply consumers have been kept at par in the Regulations for the purpose of connecting similar consumers to existing independent feeder. The Commission accordingly clarifies that the HT Non Domestic supply, Bulk Supply consumers which include Bulk Supply (Domestic) as well as Bulk Supply category, being electric load of similar nature, can be fed from the existing independent feeder".

(Accordingly, Sales Circular No. D-23/2016, D-28/2016 and D-12/2017 are amended to the above extent).

Construction of independent feeder for a single or a group of consumers (for 11KV level) (Sales Circular No. D-35/2017 Dated 19/09/2017).

Please refer to the Sales Circular No. D-28/2016 vide which guidelines for providing independent feeders on 11 KV level, were circulated. As per ibid Sales Circular, minimum size of ACSR to be used on independent feeder is 100mm².

Matter has been reviewed and it has been decided by Nigam's Management that in rural area, ACSR of size 50mm²/80mm² on 9mtr. PCC pole may be used for independent feeder for Public Health and Govt. Connections wherever load permits as per current carrying capacity of ACSR.

(All other terms and condition of Sales Circular No. D-28/2016 shall remain unchanged).

Construction of Independent feeder for a single or a group of consumers (11KV) (Sales Circular No. D-12/2017 Dated: 6/3/2017).

Please refer to S.C. No. D-23/2016 dated 30/8/2016 and D-28/2016 dated 12/9/2016 issued in compliance to the HERC Regulation on Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security Regulations, 2016 dated 11.07.2016 wherein, it was provided that the minimum load required for an Independent feeder shall not be below 2000 KVA and the load ceiling for 5 nos. consumers was restricted to 250 Amps. on 11 KV feeder.

Hon'ble Commission vide its order dated 15.02.2017 has amended the provisions relating to admissibility of independent feeders. In compliance to this amendment, the revised instructions for the purpose of admissibility of independent feeder are as under:-

1. The facility of Independent feeder in the rural areas shall be extended to a consumer or group of consumer who opt for the same and having demand/ combined demand of 150 KVA or above, provided that the individual load of such consumer(s) is not less than 50 KW and fall in HT category.
2. The general limit of minimum contract demand for independent feeder has been reduced to 1000 KVA.
3. The ceiling of 250 ampere load on 11 KV independent feeder for allowing 5 nos. consumers has been withdrawn. Accordingly, 5 nos. connections can be allowed on an independent feeder irrespective of its load.
4. Sales Circular No. D-23/2016 and D-28/2016 are amended to the above extent.

Clarification regarding Billing of consumer connected on Independent feeders (Sales Circular No. D- 7/2015 Dated: 3/3/2015).

Enclosed please find herewith an order passed by Hon'ble HERC on 5/2/2015 against the petition filed by DHBVN in the matter of requiring clarification for billing from sub-station end for connections provided to the consumers from Independent Feeder before 26/7/2005 for taking further necessary action with regards to billing of consumers connected on Independent Feeders.

You are requested to ensure meticulous compliance of above order passed by Hon'ble Commission

(Sales Instruction No. 7/2009, S/C No. D-45/2008, D-23/2012 and SMI related instructions are amended to this extent only).

Amendment to clause no. 4.5.3 of Regulation No. HERC/12/2005 regarding supply of electricity through an Independent feeder (Sales Circular No. D-62/2013Dated : 30/10/2013).

Enclosed please find herewith the copy of HERC regulation No. HERC/12/2005/2nd Amendment, 2013, for compliance. This amended regulation is also available on commission's website www.herc.gov.in.

(This supersedes SC D-24/2013 and all related instructions issued in this regard).

Billing of consumer connected on Independent feeders (Sales Circular No. D-23/2012 Dated:7/8/2012).

Please refer to Sales Instruction No. 7/2009 dated 2/9/2009 on the subject cited matter above.

Now, keeping in view the HERC decision dated 12/6/2012 in case of petition filed by consumers of UHBVN regarding billing from S/Stn. Meter to the consumers of an Independent Feeder, Nigam Management has decided as under:-

In case more than one connection is released for the Independent feeder, the basis of billing will continue 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.

(The Sales Instruction No. 7/2009 is amended to the above extent only).

Clarification regarding Service Connection Charges applicable as per HERC Order dated 17th August, 2011 for Independent Feeder(Sales Instruction No. 5/2012Dated: 3/10/2012).

HERC in its order dated 21/8/2012 on the petition filed by M/s Rewari Chamber of Commerce and Industry has decided that in view of the statutory provision and the fact that the cost of an independent feeder or for its extension is entirely borne by the

petitioner, the respondent is not entitled to recover any service connection charges in such cases.

In view of above, it is clarified that no service connection charges should be levied / recovered from 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 shall be chargeable for the works carried out by the distribution licensee(s) at their own cost.

Guidelines for providing 11 KV & 33 KV independent feeders for releasing power connection in the industrial estates of HSIIDC (Sales Instruction No. 21/2010 Dated: 20/10/2010).

As per instructions issued vide Sales Instruction No. 56/2006 dated 20/10/2006, an independent feeder is available to an industry or a group of industries having total load of 250 KW or above.

After taking into considerations the suggestions given by the HSIIDC for release of power connection on independent feeder on 33 KV and 11 KV in HSIIDC Industrial Estates, the Nigam has further decided as under:-

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

The Sales Manual Instructions No.2.7 is amended upto the above extent. All other terms and conditions to provide independent feeder for Industrial consumers shall remain unchanged.

Billing of consumers, being fed from independent feeders (Sales Circular No. D-45/2008 Dated: 12/12/2008).

As per clause No.4.5.3 of HERC's 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 the joint meter reading, by consumer and the Licensee, of the meter placed at the S/Stn. from where the independent feeder is emanating.

The above clause also stipulates that 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 Sub Station-end, electric line upto the metering cubicle, electric plant 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. However, the installation of metering arrangements at the consumer-end would be optional.

Accordingly, in future the billing shall be done as per ibid clause.

Policy in respect of essential feeders (Sales Instruction No. 30/2007 Dated: 22.6.2007)

For giving supplies under essential Public Services and important Defence/Government establishments, proper norms are not being followed by HVPN/DHBVN Sub Stations. In some cases continuous supply of urban feeders is being given even under emergency conditions in the name of giving supply to essential services.

To ensure proper discipline for identification of essential feeders, the following norms and type of consumers/load have been identified to be covered under essential feeder category.

- 1) Water Works, Water treatment Plants, Boosting Stations, Disposal Works of all Departments like Public Health, HUDA, Municipal Committees and Municipal Corporations and village Panchayats.
- 2) Government/Private Hospitals, Medical Institutions, Medical Research Institute,
- 3) Railway establishments and Traction loads.
- 4) All type of Defence establishments including MES, BSF, CRPF etc
- 5) Lift irrigation scheme and other irrigation establishments
- 6) All India Radio and Doordarshan Kendra's, communication Towers Public/Private.

- 7) Oil Refineries, their pumping units and their establishments, LPG refilling stations.
- 8) P&T establishments including BSNL/VSNL/MTNL etc.
- 9) Civil Secretariat, Circuit Houses and Government/Nigam establishments.
- 10) District Jails and other Jails.
- 11) Educational Institutions like Universities/National Institutes of Technology..
- 12) Sub Stations and office complexes of Power Grid Corporation, NTPC and NHPC.
- 13) Any other category with the permission of head office, which will be decided on merit.

The above category of consumers/loads load must be having their independent on 11 KV and above voltage for qualifying under essential load category.

Where the independent feeders have not been obtained by any of the above organization/consumers, due intimation be given to the concerned consumers for making their own arrangements of power supply due to severe power cuts, whenever, the Nigam is not in a position to run the mixed load feeders feeding their load.

These instructions supersede all the previous instructions on the subject.

Essential feeder Scheme (Sales Circular No.D-1/2007 Dated: 3.1.2007).

Detailed instructions were issued vide Sales Circular No.D-44/2006 dated 4.11.2006 to provide 22/23 hours supply treating as essential feeder if the line losses on a particular feeder come down below 10/5% respectively.

The matter has been considered further and Nigam has decided that necessary permission to provide 22/23 hours supply will be permitted by the GM/Commercial with the approval of Director/Operation. As such detailed MOU duly signed by the consumers of the concerned feeder may be forwarded to GM/Commercial duly signed by SE (OP) concerned.

Execution of HT works relating to provision of independent feeder, conversion from rural supply to urban supply and release of new connections/extension of load (Sales Circular No.D-14/2006Dated: 12.4.2006).

It is observed that HT works relating to provision of independent feeder, conversion from rural supply to urban supply and release of new connections/ extension of load are delayed due to shortage of material in stores and deptt. labour. On this account,

requests are received by the field offices from the applicant/group of applicants that either they are ready to supply the material and erect the independent feeder/ HT line or they are ready to supply the material and want erection to be carried out by Nigam. So every time individual cases are sent by the field offices for approval.

In order to formulate a common policy to execute the above mentioned HT works for all category of applicants, it has been decided as under:-

The applicant(s) shall procure the material as per specification of the Nigam. The material used for the works relating to provision of independent feeder, conversion from rural supply to urban supply and release of new connections / extension of load shall be inspected by the authorized representative of the Nigam to be deputed by XEN/M&P concerned. The consumer will deposit the inspection charges as per instructions of the Nigam. The decision will apply to HT connections only.

XEN (OP) / SDO(OP) shall take an undertaking from the consumer to the effect that as & when the Nigam decides to take over his independent feeder for feeding other adjoining loads, i.e. to convert the Independent feeder into General / Industrial feeder, cost of independent feeder deposited by him shall be refunded through his energy bills after adjustment of service connection charges.

XEN (OP)/SDO (OP) shall further ensure that no tubewell connection will be released-shifted on independent feeder/line.

5.2 Conversion of feeding source from rural to urban feeder/supply from different sources

Re-designation of nomenclature of RDS feeder to Urban feeder of the areas falling under redefined municipal limit (Sales Circular No. D-10/2022 Dated: 25/03/2022).

Feedback has been received that the electric supply to urban areas which have been redefined and falls within municipal limit are still being given on RDS pattern from RDS feeders.

In order to make their supply at par with other urban areas, the following directions be implemented:-

1. The feeders feeding these urban areas be re-designated as Urban feeders instead of RDS feeders.
2. After re-designation as Urban feeders, the PRM as applicable to urban feeders would be followed for these feeders as well.

The Sales Instruction No. 19/2015 is superseded.

Providing separate Industrial Feeder for Group of Industrial Consumers (11KV) (Sales Circular No. D-12/2018 Dated: 08/03/2018).

Please refer to Sales Circular No. D-51/2017 vide which detailed instructions were issued for providing general industrial feeders for connecting cluster of industries falling on Rural Domestic Feeder & mixed-urban feeder subject to fulfillment of terms and conditions mentioned therein. In the ibid Sales Circular, it has been stipulated at clause No. 9, as under :-

"Further, it has been directed that comprehensive proposal with regard to all such cases be put up by CE/Op concerned before 31/12/2017 for appraisal and efforts be made to complete the work up to 31/3/2018".

Now, matter has been reviewed and it has been decided that the ibid instructions shall remain applicable without any time limit. Accordingly, Cause No. 9 of the Sales Circular D-51/2017 is hereby withdrawn.

(All other terms & conditions of the above Sales Circular will remain unchanged).

Providing separate Industrial Feeder for Group of Industrial Consumers (11KV) (Sales Circular No. D-51/2017 Dated: 15/12/2017).

Nigam has issued guidelines for providing independent feeders as well as industrial feeders through various sales circulars such as 22/2015, D-23/2016, D- 28/2016, D-12/2017, D-40/2017.

During various review meetings with the Field officers as well as meeting with Industrial Associations, it has come to the notice that there are some cluster of industries are presently being fed either through mixed urban or Rural Domestic Feeders. Due to this, these prime consumers face unwanted power cuts, which not only adversely affects their production but also results in loss of revenue to the Nigam. Field officers as well as Industrial Associations have requested for segregation of industrial load from urban and rural domestic loads by providing separate feeder for such industrial consumers.

The above request of Industrial Associations has been duly considered by the Nigam Management and it has been decided to construct general industrial feeders for connecting such cluster of industries falling on Rural Domestic Feeder & mixed-urban feeder which fulfill the following conditions:-

- 1) The combined load of the cluster of industries should not be less than 1 MVA.
- 2) There should be six or more Industrial consumers situated in the cluster(s).
- 3) There should be no defaulting amount outstanding against the industrial consumers.
- 4) In case of LT industrial consumer falling in the cluster(s) and fed through DTs supplying power to mixed load, separate DT shall be provided by the Nigam for that consumer.
- 5) Right of way is available for construction of the feeder and spare VCB / sufficient space for installation of additional VCB is available at the feeding S/Stn.
- 6) PLEC charges shall be applicable on the HT consumers during peak load hours after shifting of their connection to the newly proposed industrial feeder as already applicable for industrial consumers falling on urban/industrial/independent industrial feeders.
- 7) The new 11KV industrial feeder will be laid with 100 mm² size ACSR on 11 m PCC Pole for overhead 11KV line or 300 mm², 11KV XLPE cable for underground feeder as the case may be..
- 8) The case shall be processed & approved by CE(Op) concerned on case to case basis depending upon the merit of the case. The payback period

- should not be more than 24 months.
- 9) Further, it has been directed that comprehensive proposal with regard to all such cases be put up by CE/Op concerned before 31/12/2017 for appraisal and efforts be made to complete the work up to 31/3/2018

Previous Instructions regarding General Industrial Feeder is amended upto this extent only.

Levy of average and other charges as per urban feeder to the RDS consumers getting supply on Urban mode (Sales Instruction No. 3/2015 Dated: 20/3/2015).

There are number of villages in the utility where the supply is on urban mode due to various reasons but the charges are being levied as per the consumers fed through rural feeders .The matter has been considered by the Management and it has been decided that for consumers of RDS feeder getting supply on Urban Mode, provisional billing in case of defective/sticky/dead stop/burnt meter where no correct consumption for prior period is available should be done as specified for Urban Feeders under Regulation No. 6.9.1(d) of HERC Electricity Supply Code Regulation-2014, duly circulated by DHBVN vide Sales Circular No. D-17/2014. Similarly in case of detection of unauthorized use of Electricity under Section-126 of Electricity Act-2003 or theft of Electricity under Section-135 of Electricity Act-2003, the charging may be done as per formula specified under Annexure-II of HERC Electricity Supply Code, Regulation-2014 for relevant category of consumer fed through Urban Feeder.

Conversion of feeding source from Rural to Urban mode cost of line thereof (Sales Instruction No. 15/2013 Dated: 8/10/2013)

In view of feedback from the field offices, Nigam Management has decided that the cost of line to be erected for conversion of supply from rural to urban mode will be borne by the Nigam for such villages/Panchayats who have given the land for Grid Sub Station free of cost to the Nigam subject to the condition that AT & C losses of that Village are less than 25%.

This Sales Instruction does not infringe (directly or indirectly) any part of the tariff order issued by the Commission.

Service Connection Charges from the industrialists seeking electric connection in the area developed by HSIIDC- clarification (Sales Instruction No. 8/2013 Dated : 6/6/2013).

Please refer to Sales Instruction No. 26/2010 dated 22/11/2010 vide which the fixed service connection charges are not to be recovered from the consumers located in the HSIIDC industrial estate because all the electric infrastructure are laid by HSIIDC.

A number of consumers have filed a complaint in the CGRF, for not charging the Service Connection Charges with the plea that the infrastructure has been laid by HSIIDC because the instructions of the Nigam do not mention S/Stn. as part of the entire infrastructure.

In view of the above, it is clarified that the entire electrical infrastructure includes construction of S/Stn., HT / LT Lines / Distribution T/Fs.

Provision of supply from the different sources (Sales Circular No. D-43/2012 Dated: 27/12/2012)

Please refer to Sales Circular No. D- 27/2012 vide which provision was made to give supply from more than one feeding source to certain category of paramount consumers (Govt./ Private) depending upon technical feasibility and right of way etc. as per the conditions mentioned therein.

The matter has again been reviewed and decided that the following condition may also be incorporated in the ibid Sales Circular

"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 ibid Sales Circular is amended to this extent only).

Provision of supply from the different sources (Sales Circular No. D-27/2012 Dated: 28/8/2012).

Please refer to S.C. No.D-8/2011 and S.I. No. 28/2011 vide which provision was made to give supply from more than one feeding source to certain category of paramount consumers (Govt./ Private) depending upon technical feasibility and right of way etc.

The matter has been reviewed and decided by the Nigam that supply from more than one feeding source may be allowed to such consumers subject to the following conditions:-

- 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 T/Fs / Bays of the same S/Stn. or 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.

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.

(This supersedes the S.C. No. D-8/2011 and S.I. No. 28/2011 issued in this regard),

Power Regulatory measures on RDS feeders (Sales Instruction No. 12/2012 Dated: 27/12/2012).

In order to give better supply to the Honest Rural Domestic consumers, the following has been considered and decided:-

- ✓ The base line for urban mode supply/20 hours supply to the RDS feeders shall be 25% of AT&C losses.
- ✓ 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.

- ✓ 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.e.,

- 1) 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.
- 2) The consumer indexing of these feeders to be done in the next one month.
- 3) If any wrong reporting of %age AT&C losses on any feeder is given by officer, he would be liable for disciplinary action.
- 4) 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.

(Sales Instruction No. 3/2007 & 37/2007 are hereby withdrawn).

Conversion of feeding source from Rural to Urban mode (Sales Instruction No. 21/2011 Dated: 9/9/2011).

Please refer to Sales Instruction No. 3/2007 and 37/2007 vide which it was issued that power supply to such villages shall be given on the urban mode who have given

land free of cost for construction of 33KV and above S/Stn. which located within 2KM from the village.

The issue has been considered by the State Govt. & it has been approved as under:-

The power supply to the villages which gives land free of cost to the transmission & distribution utilities for construction of substations irrespective of the voltage levels be given power supply on urban mode as per prevalent instructions of the Distribution Companies subject to the condition that collection efficiency should be atleast 75% instead of earlier limit of around 90%.

(Accordingly Sales Instruction No. 3/2007 and 37/2007 is amended to the above extent).

**Provision of alternate supply from the different sources (Sales Circular No. D-8/2011
Dated: 21/3/2011).**

Nigam is of the view that there are certain category of paramount consumers (Govt./ Private) who needs power supply to their system from the different sources depending upon technical feasibility and right of way etc. The issue has been considered by the Nigam and keeping in view of their importance of services, it has been decided that supply from more than one feeding source may be allowed to such consumers subject to the following conditions:-

- 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.

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

Segregation of Industrial load from Urban feeder (Sales Circular No. 20/2007 Dated: 27.4.2007).

As per prevailing schedule of supply, some Industrial connections are being fed through Urban feeder meant for DS, NDS and other categories of consumers.

In order to give better supply voltage to Industrial consumers in pursuance of HERC regulation No.12 on "Duty to supply" the Nigam has decided to segregate Industrial load as per following guidelines:-

1. Where more than 50% Industrial load and load above 20 KW Commercial installation is being fed through Urban feeder, their load shall be separated and made available through exclusive industrial feeder keeping in view the technical feasibility right of way etc.
2. The cost of line to be erected for segregation of such loads feeder shall be borne proportionately by the concerned industrial consumers and the Nigam i.e.50% each and 50% cost shall be got deposited from the consumers.
3. Xen/OP and SDO/OP shall jointly carry out inspection in their area of jurisdiction to see the technical feasibility and identification of new Industrial feeder.
4. SDO (OP) shall give intimation to all respective consumers to give their option collectively to bear 50% expenses.
5. Without waiting for consent, detailed deposit estimate shall be prepared and work shall be executed immediately in anticipation of receipt of 50% amount to be deposited by the consumers. The connection of consumer shall be connected after getting the proportionate amount deposited.

(This is in supersession of earlier Sales Circular No.D-18/2007 dated 21.3.2007).

Segregation of Industrial load from Urban feeder (Sales Circular No. D-18/2007 Dated: 21.3.2007)

As per prevailing schedule of supply, some Industrial connections are being fed through Urban feeder meant for DS, NDS and other categories of consumers.

In order to give better supply voltage to Industrial consumers in pursuance of HERC regulation No.12 on "Duty to supply" the Nigam has decided to segregate Industrial load as per following guidelines:-

1. Where more than 50% Industrial load is being fed through Urban feeder, their load shall be separated and made available through exclusive industrial feeder keeping in view the technical feasibility right of way etc.
2. The cost of line to be erected for segregation of industrial feeder shall be borne proportionately by the concerned industrial consumers and the Nigam i.e.50% each and 50% cost shall be got deposited from the consumers in advance.
3. Xen/OP and SDO/OP shall jointly carry out inspection in their area of jurisdiction to see the technical feasibility and identification of new Industrial feeder.
4. SDO (OP) shall give date bound intimation of 30 days to all respective consumers to give their option collectively to bear 50% expenses.
5. On receipt of consent, detailed deposit estimate shall be prepared and 50% amount got deposited. The work shall be got executed immediately thereafter.

Definition of Industrial feeder (Sales Instruction No.4/2007Dated: 18.1.2007).

At present various norms are being adopted by the different Circles/officers for declaring a feeder as an Industrial feeder. To ensure uniformity in defining Industrial feeder, following guide lines are issued:-

"An 11 KV feeder having 95% of total connected load as industrial load shall be considered as Industrial feeder"

SECTION –VI

SCHEDULE OF TARIFF

6.1 Latest Schedule of Tariff

Schedule of tariff for supply of energy- Additional Surcharge (Sales Circular No. D-07/2022 Dated 11/03/2022).

In compliance to the HERC's order dated 02.02.2022 in case No. HERC/Petition No-2 of 2022 & HERC/Petition No- 3 of 2022, Nigam has decided to recover Additional Surcharge as Rs. 1.08/kWh from the consumers who avail power under the open access mechanism in terms of relevant HERC Regulations. This revised additional surcharge shall be applicable from the date of HERC's order i.e. 02.02.2022 and shall remain continue to be effective till the same is revised/amended by the Nigam.

2. Sales Circular No. D-02/2022 is hereby superseded and Sales Circular No. D-12/2021 is also amended to the above extent only.

Schedule of tariff for supply of energy (Sales Circular No. D-12/2021 Dated 30/04/2021).

HERC in its Order dated 30.03.2021 has approved the Distribution and Retail Supply Tariff to be charged by DHBVN from their consumers during the FY 2021-22 as under which shall be applicable **with effect from 01.04.2021:** -

Sr. No.	Tariff for 2020-21 (w.e.f. 01.06.2020)				Tariff for 2021-22 (w.e.f. 01.04.2021)			
	Category of consumers	Energy Charges (Paisa / kWh or/ kVAh)	Fixed Charge (Rs. per kW per month of the connected load / per kVA of sanctioned contract demand (in case supply is on HT) or as indicated	MMC (Rs. per kW per month of the connected load or part thereof)	Category of consumer s	Energy Charges (Paisa / kWh or/ kVAh)	Fixed Charge (Rs. per kW per month of the connected load / per kVA of sanctioned contract demand (in case supply is on HT) or as indicated	MMC (Rs. per kW per month of the connecte d load or part thereof)
1	Domestic Supply				Domestic Supply			
	Category I: (Total consumption up to 100 units per month)				Category I: (Total consumption up to 100 units per month)			
	0 - 50 units per month	200/ kWh	Nil	Rs. 115 up to 2 kW and Rs. 70 above 2 kW	0 - 50 units per month	200/ kWh	Nil	Rs. 115 up to 2 kW and Rs. 70 above 2 kW
	51-100	250/ kWh	Nil		51-100	250/ kWh	Nil	

	Category II: (Total consumption more than 100 units/month and up to 800 units/month))				Category II: (Total consumption more than 100 units/month and up to 800 units/month))				
	0-150	250/kWh	Nil	Rs 125 upto 2 kW and Rs.75 above 2 kW	0-150	250/ kWh	Nil	Rs 125 upto 2 kW and Rs.75 above 2 kW	
	151-250	525/kWh	Nil		151-250	525/ kWh	Nil		
	251-500	630/kWh	Nil		251-500	630/ kWh	Nil		
	501-800	710/kWh	Nil		501-800& above	710/ kWh	Nil		
	Category III:				Note: Benefit of telescopic tariff shall be restricted upto 800 units per month i.e. 801 & above, flat rate of 710/kWh shall be applicable for the entire consumption.				
	801 Unit and above	710/kWh (flat rate no telescopic benefits)	Nil	Rs. 125 up to 2 kW and Rs.75 above 2 kW					
2	Non Domestic (including Independent Hoarding / Decorative Lightning/ Temporary Metered supply and others)				Non Domestic (including Independent Hoarding / Decorative Lightning and others)				
	Upto 5 kW (LT)	635/ kWh	Nil	Rs. 235/kW	Merged with LT supply tariff				
	Above 5 kW and Up to 20 kW	705/ kWh	Nil						
	Above 20 kW and upto 50 kW (LT)	660/ kVAh	160 / kW						
	Existing consumers above 50 kW upto 70 kW (LT)	695/ kVAh	160 / kW	Nil	Merged with HT supply tariff				
	Consumers above 50 kW (HT) New	675/ kVAh	160 / kW	Nil	Merged with HT supply tariff				
3	HT Industry (above 50 kW)				HT supply (above 50 kW) including Traction & DMRC				
	Supply at 11 KV	665/ kVAh	170/kVA	Nil	Supply at 11 KV including NDS existing consumer above 50 kW and upto 70 kW (LT)	665/ kVAh, 738/kWh in case of supply continues to be at LT	165/ kVA	Nil	
	Supply at 33 KV	655/kVAh	170/kVA	Nil	Supply at 33 KV	655/kVAh	165/kVA	Nil	
	Supply at 66 KV or higher	645/kVAh	170/kVA	Nil	Supply at 66 KV or higher	645/kVAh	165/kVA	Nil	
	Supply at 220 KV	635/kVAh	170/kVA	NIL	Supply at 220 KV	635/kVAh	165/kVA	NIL	
	Supply at 400 KV	625/kVAh	170/kVA	NIL	Supply at 400 KV	625/kVAh	165/kVA	NIL	

	Arc furnaces/ Steel Rolling Mills also applicable to Open Access	695 Paisa per kVAh if supply is at 11 kV (See note 3 below)	170/kVA	Nil	Arc furnaces/ Steel Rolling Mills also applicable to Open Access	695 Paisa per kVAh if supply is at 11 kV (See note 1 below)	165/kVA	Nil
4	LT Industry - upto 50 kW				LT supply - upto 50 kW			
	Upto 10 kW	635/kVAh	Nil	Rs. 185/kW	Upto 10 kW	635/kVAh or 705/kWh	Nil	Rs. 185/kW
	Above 10 kW & upto 20 kW	665/kVAh	Nil	Rs. 185/kW	Above 10 kW & upto 20 kW	665/kVAh or 738/kWh	Nil	Rs. 185/kW
	Above 20 kW and upto 50 kW	640/kVAh	Rs 160 on 80% of CL	Nil	Above 20 kW and upto 50 kW	640/kVAh	Rs 160/kW of 80% of CL	Nil
	Existing consumers above 50 kW upto 70 kW (LT)	665/kVAh	Rs 160 on 80% of CL	Nil	Existing consumers above 50 kW upto 70 kW (LT)	Merged with HT supply		
5	Agro-industries/FPO <i>Pack House, Grading, Packing, Pre-Cooling and Ripening Chamber, Honey Bee, Honey Processing, Tissue culture, Zinga and Fish Farming, Poultry Farm, Pig Farm, Milk Chilling Plant and Cold Storage, Mushroom Farming up to 20 kW load.</i> <i>(See note- 7 below)</i>				Upto 20 kW	475/kWh	-	Rs.235/K W
6	Agriculture Tube-well Supply				Agriculture Tube-well Supply			
	Metered: (i) with motor upto 15 BHP	10/kWh	Nil	Rs. 200 / BHP per year	Metered: (i) with motor upto 15 BHP	10/kWh	Nil	Rs. 200 / BHP per year
	(ii) with motor above 15 BHP	8/kWh	Nil	Rs. 200 / BHP per year	(ii) with motor above 15 BHP	8/kWh	Nil	Rs. 200 / BHP per year
	Un-metered (Rs. / Per BHP / Month): (i) with motor upto 15 BHP	Nil	Rs. 15 / Per BHP / Month	Nil	Un- metered (Rs. / Per BHP / Month): (i) with motor upto 15 BHP	Nil	Rs. 15 / Per BHP / Month	Nil
	(ii) with motor above 15 BHP	Nil	Rs. 12 / Per BHP / Month	Nil	(ii) with motor above 15 BHP	Nil	Rs. 12 / Per BHP / Month	Nil

7	Public Water Works / Lift Irrigation / MITC	735/kWh	180/kW or BHP	Nil	Public Water Works / Lift Irrigation / MITC /Street Light	735/kWh	180/kW or BHP except street light	MMC of Rs.165/K W/month only for street light
8	Street Light	735/kWh	Nil	Rs. 180/kW				
9	Railway Traction				Railway Traction			
9	Supply at 11 KV	655/kVAh	160/kVA	Nil	Supply at 11 KV	Merged with HT supply tariff at the respective voltage of supply		
	Supply at 33 KV	645/kVAh	160/kVA	Nil	Supply at 33 KV			
	Supply at 66 or 132 KV	635/kVAh	160/kVA	Nil	Supply at 66 or 132 KV			
	Supply at 220 KV	625/kVAh	160/kVA	Nil	Supply at 220 KV			
10	DMRC				DMRC			
	Supply at 66 or 132 KV	625/kVAh	160/kVA		Supply at 66 or 132 KV	Merged with HT supply tariff		
11	Bulk Supply				Bulk Supply			
11	Supply at LT	650/kVAh	160/kW or Rs. 160/kVA as applicable (see note 5)	Nil	Supply at LT	650/kVAh	160/kW or Rs. 160/kVA as applicable (see note 3)	Nil
	Supply at 11 KV	640/kVAh			Supply at 11 KV	640/kVAh		
	Supply at 33 KV	630/kVAh			Supply at 33 KV	630/kVAh		
	Supply at 66 or 132 KV	620/kVAh			Supply at 66 or 132 KV	620/kVAh		
	Supply at 220 KV	615/kVAh			Supply at 220 KV	615/kVAh		
12	Bulk Supply Domestic				Bulk Supply Domestic			
	For total consumption in a month not exceeding 800 units/flat/dwelling unit (DU).	525 /kWh	Rs. 100 /kW of the recorded demand	Nil	For total consumption in a month not exceeding 800 units/flat/dwelling unit (DU).	525 /kWh	Rs. 90 /kW/ month of the recorded demand	Nil
	For total consumption in a month exceeding 800 units/flat/ DU.	620 /kWh	Rs. 100 /kW of the recorded demand	Nil	For total consumption in a month exceeding 800 units/flat/ DU.	620 /kWh	Rs. 90 /kW/ month of the recorded demand	Nil

A. Subsidized Domestic tariff: The subsidized domestic tariff shall remain continued as per Sales Circular No. D-25/2018. However, the tariff slab rates mentioned in Column No. titled “Existing Tariff” in D-25/2018 shall be amended with the aforementioned slab rates of domestic tariff approved by the Hon’ble Commission for

FY 2021-22. The other terms and conditions of Sales Circular No. D-25/2018 shall remain unchanged.

- B. Electric vehicle/charging station:** - The tariff for Electric vehicle/charging station shall be of Rs.5.55/kWh or Rs.5.00/KVAH. The fixed charges shall be Rs.100/KW/KVA/month. Additionally, the energy charges as per ToD/ToU tariff shall also be applicable during the off peak demand period (November to March) between 9.00 PM to 05.30 AM as applicable to HT supply consumers on the total consumption instead of incremental consumption, during the said period time.
- C. Crematorium/ Burial Grounds:** - The lowest energy charges of LT supply or HT supply as the case may be, shall be the tariff. No fixed charges shall be levied in such cases.
- D. Advocates chamber (Court premises):** - The Advocates chamber within the court complex shall be charged at the CoS of LT supply i.e. Rs.6.90/kWh as per commissions' order.
- E. Place of worship:** - The applicable tariff shall be a flat rate of Rs.6.90/kWh i.e. equivalent to CoS of LT supply.
- F. Temporary supply tariff:** - The tariff and charges for temporary supply shall be 1.2 times fixed charges and 1.5 times the energy charges of the relevant category for which temporary supply has been sought. While releasing electric supply on temporary basis, the DISCOMs must mention the period for which temporary supply has been sought and given. In case the said period gets extended for whatever reasons, the multiplication factor for both fixed charges and energy charges shall be 2 times.

Notes:

1. In case of Arc furnaces/Steel Rolling Mills for supply at 33 kV and above, the HT Industrial tariff at the corresponding voltage level shall be applicable.
2. Fixed charges for HT supply and Bulk Supply category are in Rs./kVA of Contract Demand. For Railways and DMRC, the fixed charges shall be Rs./kVA of the billable demand.
3. In case of Bulk Supply Consumers (other than Bulk Supply – DS), the fixed charges are in Rs./kW of the connected load where contract demand is not sanctioned and in Rs./kVA of contract demand where contract demand is sanctioned.
4. Under Bulk Supply (Domestic) category 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.
5. The surcharge of 45 paise/ per unit for arc furnace/ steel rolling mills shall also be applicable on Open Access power as well.
6. The schedule of tariff and charges does not include Electricity Duty, Municipal Tax (being levied as per the notifications issued by the State Government) and FSA as per MYT Regulations in vogue.
7. Fish farming units connected on AP feeders shall continue to be billed on AP subsidized tariff. However, fish farming on other than AP feeders shall be included in the new tariff category i.e. Agro Industries/FPO (New Category upto 20 kW).
Provided no benefit/concession shall be applicable to those consumers who are defaulters or whose bill is outstanding for more than two billing cycles

8. As the cost of setting up solar power project is continuously declining and net metering facility is available to small consumers, hence there is no necessity of continuing with the incentive of Rs.1/- per unit to such consumers. Therefore, the said incentive is discontinued as per the commissions' order.

Wheeling Charges

- The wheeling charges payable by the open access consumers shall be as under: -
 HT (Rs./kWh) - Rs. 0.86
 LT (Rs./kWh) - Rs. 1.15
- The embedded open access consumers of the Discom's drawing power at 66kV or above imposes cost which is being borne by the DISCOMs. Hence, besides the intra state transmission loss as determined by the Commission for FY 2021-22 in the ARR/Tariff order of HVPNL, such open access consumers shall also be liable to pay the distribution system network cost as determined above i.e. **Rs. 0.32 per Unit**, till such time they are consumers of distribution licensee.

Cross-Subsidy Surcharge (CSS)

Sr. No.	Categories	Cross Subsidy Surcharge (Rs./kWh)
1	HT industry	1.02
2	Bulk Supply (other than DS)	0.81
3	Railways (Traction)	0.67
4	LT Industry	0.73
5	NDS (HT)	1.14

Additional surcharge:

The additional surcharge payable by the open access consumers shall continue to be levied **@ 1.01/kWh** (decided vide Sales Circular No. D-25/2020).

Transmission charges

36 Paise/kWh to be applicable w.e.f. 01.04.2021 (As approved by the HERC in its Order dated 30.03.2021 for approval of ARR for Transmission Business & SLDC and determination of Transmission Tariff and SLDC charges for the FY 2021-22).

The tariff & charges determined in the present order shall be applicable w.e.f. 01.04.2021.

In case billing cycle of a consumer is different with respect to the date of applicability of the revised tariffs, they should be made applicable for the consumption on a prorata basis.

Sales Circular No. D-14/2020 is hereby superseded. Sales Circular No. D-25/2018 stands amended to the above extent only.

Subsidized electricity tariff for Registered Gaushalas (Sales Circular No. D-6/2021Dated: 25/03/2021).

This is in supersession of the earlier Sales Circular No. D-58/2007 dated 06.11.2007 notifying the subsidized electricity tariff for registered Gaushalas i.e., 200 paise per unit w.e.f. 01.06.2007 subject to maximum subsidy amount of Rs. 2000/- per month per Gaushala.

2. Now, the State Govt. has decided that registered Gaushalas shall be given subsidized electricity supply @ RS. 2/- per unit with immediate effect and the remaining amount shall be claimed from the State Govt. as subsidy with following conditions:-
 - i. Subsidy to be provided to the registered Gaushalas and
 - ii. Subsidy to be provided on the actual consumption of electricity based on metered connection.
3. Only Gaushalas registered with Haryana Gau Seva Aayog being registration authority shall be eligible for the subsidized tariff. The registration shall be verified from the Haryana Gau Seva Aayog through e-mail (hgsapkl@gmail.com) / letter by SDO 'OP'.
4. The necessary provisions in the billing software shall be made for depicting the subsidy amount of the said consumer in each billing cycle.
5. As per policy of the Nigam, all such connections shall be released on metered supply.
6. The electricity consumed for any purpose other than Gaushalas shall not be allowed at revised subsidized tariff.
7. The revised rates are exclusive of ED, M. Tax, Panchayat Tax and FSA.
8. There shall be no change in Monthly Minimum Charges.
9. The subsidized tariff bears the approval of Hon'ble Commission as intimated by Director/Tariff, HERC vide memo No. 5085-86/HERC/Tariff/SV/2021 dated 02.03.2021.

(Sales Circular No.58/2007 is hereby superseded).

Schedule of tariff for supply of energy (Sales Circular No. D- 17/2021 Dated: 03/06/2021).

Please refer to sales circular No. D-12/2021 dated 30.04.2021 vide which, the Distribution and Retail Supply Tariff to be charged by DHBVN from their consumers during the FY 2021-22 in compliance to Commission's order dated 30.03.2021 applicable with effect from 01.04.2021 was circulated wherein tariff of "Place of Worship" is defined as under:-

Place of worship: - The applicable tariff shall be a flat rate of Rs.6.90/kWh i.e. equivalent to CoS of LT supply.

Now, the HERC vide corrigendum dated 19.05.2021 decided that the tariff for "places of worship" shall be restored as before and shall be charged at the domestic supply category tariff from 01.04.2021.

(Sales Circular No. D-12/2021 stands amended to the above extent only).

6.2 Applicability of Tariff: Detail Terms (Sales Circular No. D-29/2013).

Schedule of Tariff applicable for the FY 2013-2014 (SC No. D-29/2013 Dated: 25/6/2013.

This is in continuation of Sales Circular No. D-11/2013 dated 1/4/2013 on the subject matter above.

Now detailed Schedule of Tariff applicable for the FY 2013-2014 approved by HERC for Distribution and Retail Supply of Electricity is attached herewith for implementation. The schedule of tariff is also available on commission website www.herc.gov.in.

This supersedes the Sales Circular No. D-25/2012 & related Sales Circular / Instructions in this regard.

6.3 Other miscellaneous charges i.e. ED, M.Tax, Wheeling Charges, TOD Tariff & Peak Load Exemption Charges & subsidy scheme of 'C' & 'D' Blocks.

Discontinuation of charging Meter Security and Meter Rent from the electricity consumers (Sales Circular No. D-01/2022 Dt: 27.01.2022).

HERC affected 2nd amendment to HERC (Electricity Supply Code) Regulations vide Notification dated 08.01.2020 circulated vide Sales Circular No. D-07/2020 dated 28.03.2020. Clause 5.2 of the ibid Regulation provides as under: -

"Supply and Installation of Meters and MCBs/CBs"

"If the meter is supplied by the Licensee, the Licensee shall be entitled to charge an amount equal to the cost of meter, as per cost data book of previous financial year, which shall be recovered as part of the demand notice.

In case the meter is not available with the Licensee, the consumer may provide the same to the Licensee along-with meter testing fee.

In both the cases, cost of meter shall be borne by the consumer and no Meter Security and Meter Rental shall be payable."

1. Furthermore, for the consumers prior to the notification of this regulation, the matter has been considered and decided that in cases where the meter security stands deposited with the Nigam, it shall be converted as the cost of meter and no meter rent shall be charged on such consumers. Accordingly, in future, no interest shall also be paid on the meter security as the same stands converted as cost of meter. For example:

Meter supplied by	Consumers connected after the 08.01.2020 notification	Consumers connected before the 08.01.2020 notification
Consumer	No meter rent	No meter rent
Nigam	Since meter cost has been recovered from the consumer therefore no meter rental should be charged.	Meter security shall be adjusted as cost of meter and no meter rent shall be charged and no interest shall be paid on the meter security

Further, where smart meters have been/are being installed, old meter are being replaced by smart meters, cost of the meter may not be recovered from the consumers.

Power subsidy scheme of Rs.2/- per unit for all industrial connections in 'C' & 'D' category blocks of the State with a connected load of 20 KW or less (Sales Circular No. D-43/2021 Dt: 10.12.2021).

Please refer to the Sales Circular No. D-23/2021 dated 29.06.2021 issuing the instructions for Power subsidy scheme of Rs.2/- per unit for all industrial connections in 'C' & 'D' category blocks of the State with a connected load of 20 KW or less pursuant to the Power Department notification No. 23/24/2018-3P dated 21.12.2018.

2. The State Govt. vide Power Department Notification mentioned above had decided to grant a subsidy of Rs.2/- per unit in the applicable tariff on consumption w.e.f. 1st November, 2018 to all industrial connections in 'C' & 'D' category blocks of the state, having connected load of 20 KW or less.

3. In this context, the latest notification of Industries & Commerce Department, Haryana bearing No. 25/05/2020-41B-I. dated 29.12.2020 notifying the **Haryana Enterprises & Employment Policy-2020** (which will effect from 01.01.2021) mentioning updated 'C' & 'D' blocks in the State is enclosed herewith for meticulous compliance of the instructions as per the notification No. 23/24/2018-3P dated 21.12.2018(**copy attached**) and to ensure that the subsidy benefit is given to only eligible consumers.

4. Further, the billing agencies shall ensure that the bills to be issued to the aforesaid consumers located in 'C' & 'D' blocks shall clearly depict the following:

- i) Bill amount without subsidy
- ii) Amount of subsidy to be given by the Govt. of Haryana
- iii) The net bill amount payable.

This supersedes Sales Circular No. D-23/2021.

Levy of Panchayat tax on consumption of electricity within Limits of Gram Panchayats (Sales Circular No. D-32/2021 Dated: 20.08.2021).

In compliance to the Haryana Gazette Order No. S.O. 2/H.A.I 1/1994/S. 41/2021 dated 28.01.2021 (Copy enclosed) issued by the Department of Development and Panchayat, Govt. of Haryana regarding levy of Panchayat tax on the consumption of electricity @ 2 % of the electricity bill for electricity consumed by any consumer within the limits of the Gram Panchayat from the date of publication of the order in the official gazette i.e., 28.01.2021.

2. This matter has been considered by the Board of Directors of UHBVN during its meeting dated 18.06.2021 wherein it has been decided that Nigam henceforth shall recover Collection charges @ 5% (plus GST) from the realized Panchayat Tax in respect of

the areas falling under Municipal Corporations only and not from other areas.

3. In compliance to the above decision, the revised instructions in the matter shall be as under:-

- i. Panchayat Tax @ 2% of the electricity bill (i.e., energy charges + fixed charges + FSA) shall be levied for the consumption of electricity consumed by any consumer within the limits of Gram Panchayat w.e.f 28.01.2021.
- ii. However, this tax shall not be levied on the consumption of electricity by the Government of India or where it is consumed in the construction, maintenance or operation of any Railway by the Government of India or on consumption by Agriculture consumers.
- iii. The amount so realized shall be first adjusted against the electricity bills of the respective Gram Panchayats and balance amount, if any, shall be refunded through FA/HQ, DHBVN, Hisar.
- iv. The accounts of collection of Panchayat tax shall be maintained in the Operation Divisions/Sub Divisions.

The collection charges @ 5% plus GST shall continue to be recovered in the Municipal Committee/Corporation areas.

Schedule of tariff for supply of energy – Additional Surcharge (Sales Circular No. D-16/2021 Dated: 03.06.2021).

In compliance to the HERC's order dated 31.03.2021 in case No. HERC/PRO-1 of 2021, Nigam has decided to recover Additional Surcharge as Rs. 0.89/KWH from the consumers who avail power under the open access mechanism in terms of relevant HERC Regulations. This revised additional surcharge shall be applicable from the date of HERC's order i.e. 31.03.2021 and shall remain continue to be effective till the same is revised/amended by the Nigam.

(Sale Circular No. D-25/2020 is hereby superseded and Sales Circular No. D-12/2021 stands amended to the above extent only).

Charging of Domestic Supply Tariff to Youth Hostels run by sports departments (Sales Instruction No.11/2007 Dated: 09/02/2007).

As per Sales Manual Instructions No. 5.2, Domestic Supply is available to the following premises.

- i) Single private house/ flat.
- ii) Hostel of Educational Institutions (including Mess/Canteen).
- iii) Working Women's hostels run by Red Cross and Social Welfare Department.
- iv) Anganwadi Workers' training Centres set up by Indian Council for Child Welfare.
- v) Places of public worship such as Mandirs, Masjids, Churches, Gurdwaras.
- vi) Village Chaupal owned by Gram Panchayat/ Communities.
- vii) Elementary School i.e. Government Primary and Middle Schools.

Nigam has further decided to cover Youth Hostels run by sports departments of the State Govt./Centre Government under Domestic Supply Category.

Extension of Delhi Metro to Gurgaon—regarding funding of Delhi Segment and Approval of Draft Agreement with DMRCL – Giving exemption from payment of Electricity Duty (Sales Circular No.D-2/2007 Dated: 09/01/2007).

In exercise of the powers conferred by Section-12 of the Punjab Electricity (Duty) Act, 1958 and in view of the provisions of the agreement signed between the Delhi Metro Rail Corporation Limited with the Government of Haryana, the Governor of Haryana through notification issued vide No.22/35/2005-5 Power dated 9.11.2006 (copy enclosed Annexure-I) has exempted , in public interest, the Delhi Metro Rail Corporation Limited from the payment of electricity duty in respect of power of Haryana Power Utilities, consumed during traction by the Delhi Metro Rail Corporation Limited.

Schedule of General and Miscellaneous Charges (Sales Circular No. D-27/2019 Dated: 11/07/2019).

Please refer to the Sales Circular No. D-26/2011 dated issued in compliance to Hon'ble Commission order dated 17/8/2011 vide which Schedule of General and Miscellaneous Charges was circulated.

Now, HERC vide Notification dated 27/5/2019 revised the Schedule of General and Miscellaneous Charges applicable w.e.f. the date of notification i.e. 27/5/2019 and the same are as under:- .

A-SCHEDULE OF GENERAL CHARGES	
1	APPLICATION PROCESSING CHARGES
Connected load	Application processing fee
Up to 2 kW	Rs. 50/-
Above 2 kW	Rs. 25 per kW or part thereof subject to the max. of Rs. 20,000/-
2(a)	METER INSTALLATION CHARGES
Single phase meter	Rs.150 per meter
Three phase meter	Rs. 300 per meter
Three phase meter (with CTs and PTs)	1) HT/LT Meter: – Rs. 300 per meter 2) Meter with built-in CTs: – Rs. 600 per meter 3) LT -CT: – Rs. 100 each CT and Rs. 400 for a set of four LT-CTs 4) HT-CT: - Rs. 150 per CT and Rs. 450 per set of four CTs 5) HT-PT: – Rs. 250 per PT
2(b)	METER INSPECTION & TESTING CHARGES
If the correctness of a meter is challenged by the consumer:	
(i) Single Phase	Rs. 100/- per meter
(ii) 3-phase whole current i.e., without CT.	Rs. 200/- per meter
(iii) LT/ CT meter	Rs. 750/- per meter
(iv) HT & EHT meter	Rs. 1500/- per meter
(v) LT CTs only	Rs. 750/set
(vi) HT CTs (11kV) only	Rs. 1500/set
(vii) HT PTs (11 kV) only	Rs. 1500/-
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)	Changing the Meter or its position in the same premises at the request of the consumer when no additional material is required.
No Charges shall be levied if the meter is re-located by the licensee:-	
(i) Single phase	Rs. 200/- per meter
(ii) 3-phase whole current i.e. without CT.	Rs. 300/- per meter
(iii) L.T. meter with CTs	Rs. 1000/- per meter
(iv) H.T. & E.H.T metering equipment.	Rs. 2000/- per meter
2(d)	RE-SEALING CHARGES WHERE SEALS ARE FOUND BROKEN
(i) Meter cupboard	Rs. 50/-
(ii) Where cut-out is independently sealed	Rs. 50/-
(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	RECONNECTION CHARGES	
i)	Domestic consumer	1-PH-Rs. 100/- 3-PH-Rs. 300/-
ii)	Non-Domestic consumer	1-PH-Rs. 200/- 3-PH-Rs. 500/-
iii)	A.P. consumer	Rs. 500/-
iv)	L.T. Industrial (upto 20 kW)	Rs. 750/-
v)	LT Industrial (above 20 kW)	Rs. 2000/-
vi)	H.T. Industrial consumer	Rs. 5000/-
vii)	Bulk Supply & Street Lighting consumer	Rs. 3000/-
5	TESTING CONSUMER'S INSTALLATION	
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 present at the site.	Nil
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:	Nil
(a)	Single Phase LT installation	Nil
(b)	Three Phase LT installation	Nil
(c)	Three Phase HT installation	Nil
6	SUPPLY OF DUPLICATE COPIES OF ELECTRICITY BILLS	
i)	Domestic consumers	Nil for one-time request. Thereafter, Rs. 20/- per duplicate Bill
ii)	Non-Domestic consumers	
iii)	L.T. Industrial (upto20 kW) & AP consumer	
iv)	L.T. Industrial (above 20 kW) & Street lighting consumer	
v)	H.T. Industrial & bulk supply consumer.	
7	SUPPLY OF DUPLICATE COPIES OF DEMAND NOTICE	

	i) Domestic consumers ii) Non-Domestic consumers iii) L.T. Industrial (upto20 kW) & AP consumer iv) L.T. Industrial (above 20 kW) & Street lighting consumer v) H.T. Industrial & bulk supply consumer. vi) Supply of detailed print out of meter recording	Nil	
8	REVIEW OF ELECTRICITY BILL	If the accuracy of licensee's bill is challenged by the consumer and a review of the bill is demanded: (i) Domestic, & AP consumers.	
		Nil	
		(ii) Others	
9	METER SECURITY CHARGES	Shall be governed as per Regulations 5.5 (1) (b), 5.7 & 5.8 of The Haryana Electricity Regulatory Commission (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security) Regulations, 2016 and Regulation 5.2.2 of The Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2014 and amendments thereof from time to time.	
10	COST OF METER CUP BOARD (MCB)	i) Single Phase Meter ii) Three Phase Meter iii) 3-Ph- LT/CT	
		As per approved cost data book hosted on the DISCOM's official website	
11	TESTING CHARGES OF TRANSFORMERS OR OTHER EQUIPMENT OF CONSUMER OR PRIVATE PARTY	i) Protective Relays: Testing including current and time setting ii) Power and Distribution Transformers: a) Insulation resistance tests of winding b) General checking of breather and other accessories c) Dielectric strength test of oil d) Testing of buchholz relay and temperature indicators functioning. iii) Circuit Breaker 400 volts, 11kV and 33 kV: General checking of breaker and testing of the tripping mechanism and33 kV: General checking of breaker and testing of the tripping mechanism	Rs. 1100/- per relay Rs. 770/- per transformer Rs. 400/- per transformer Rs. 220/- per transformer Rs. 800/- each Rs. 800/- each (These charges shall also be applicable for the CB/VCB required to be tested by HVPN at their sub stations. The charges shall form part of the demand notice of the consumer to be issued by DISCOMs instead of demanding the

		changes from the consumer separately.)
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 built-in CTs (like Prodigy Meter)	Rs. 660/- per meter	
h) Testing & recalibration of HT / EHT metering equipment:-		
(i) HT / EHT meter	Rs. 2000/- per meter	
(ii) a) CT/PT Combined Unit (Combo)	Rs. 2500/- per unit	
b) CTs only	Rs. 500/- per CT or Rs. 1500/- per Set of 3 CTs	
(iii) HT/EHT PT	Rs. 1000/- 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/equipment's	Rs. 220 per sample	
Remarks:		
i) The above Charges include the visiting charge of M&T staff as well.		
ii) Test report on prescribed form will be issued by the S.D.O (Operation) / M&T lab, which will be produced by the applicant along with the wiring contractor's test report.		
iii) 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&T lab facilities shall be arranged by the operation sub-division.		
iv) Charges of meter as detailed herewith will also be applicable for Net-meters of corresponding category i.e., single phase, three phases, LT-CT, HT etc.		
LT & HT applicable as defined in HERC, Supply Code Regulations, 2014 amended from time to time.		

B - SCHEDULE OF MISCELLANEOUS CHARGES

METER SERVICE CHARGES (PER METER/ PER MONTH):		
1	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.	
i)	Single phase Meter	Rs. 30/-
ii)	Three phase Whole Current Meter	Rs. 50/-
iii)	Three phase C.T. Operated meter	Rs. 200/-
iv)	Three phase L.T. Tri-vector meter	3% of actual cost of meter (s) & metering equipment and the installation of the same minimum Rs. 1000/-
v)	H.T. Tri-vector meter	3% of actual cost of meter (s) & metering equipment and the installation of the same minimum Rs. 1000/-
vi)	E.H.T. Tri-vector meter	3% of actual cost of meter (s) & metering equipment and the installation of the same minimum Rs. 2000/-
2	LINE SERVICE CHARGES (PER MONTH)	Nil
3	SERVICE CONNECTION CHARGES	As per HERC (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security) Regulations, 2016 amended from time to time.
4	EXTENSION IN LOAD	As per HERC (Electricity Supply Code) Regulations, 2014 amended from time to time.
5	ADVANCE CONSUMPTION DEPOSIT (ACD)	As per HERC (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply and Power to require security) Regulations, 2016 amended from time to time.
6	CAPACITOR SERVICE CHARGES (PER MONTH)	NIL
7	ADMINISTRATION CHARGES FOR DISHONORED CHEQUE	As per HERC (Electricity Supply Code) Regulations, 2014 amended from time to time.
8	TESTING FEE FOR CAPACITOR, TRANSFORMER OIL AND INSULATION RESISTANCE OF CABLE/ OTHER EQUIPMENT	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.
i)	Capacitors at 230/ 440 Voltage level	Rs.200 per visit
ii)	Capacitors at 11 kV and above Voltage level	Rs.400 per visit
iii)	Checking of the Transformer Oil	Rs. 200 for first sample and Rs.150 for every additional sample
iv)	Checking of insulation resistance of cables and other equipment	Rs.300 per cable/ equipment
9	SHIFTING CHARGES FOR TUBE	Rs.7,000 per span for new work and erection

	WELL	Charges for use of old material and dismantlement Charges for old site work. However, these Charges are indicative and subject to adjustments (+/-) based on the approved cost data book for the relevant year.
10	APPLICATION FORM FOR NEW CONNECTION (IF PURCHASED FROM THE LICENSEE)	
i) AP and DS category		Rs.20/-
ii) HT category		Rs.500/-
iii) All other categories		Rs.100/-
TRANSMISSION LICENSEE		
1	A. INSPECTION CHARGES FOR VARIOUS WORKS ALONG WITH OTHER GENERAL AND MISCELLANEOUS CHARGES FOR OTHER SERVICES TENDERED BY HVPNL	
	The departmental charges for carrying out the supervision of the works where the works to be carried out by the consumer/client/institution /Govt. Departments as per HVPNL specification/guidelines and finally to be taken over by HVPNL (in case of consumers for the purpose of drawl of electricity only).	1.5% of the estimated cost of such works.
2	DEPARTMENTAL CHARGES ON DEPOSIT WORKS	
a)	Where existing line / structures etc. have to be shifted on the request of the consumer/client/institution /Govt. Departments and work is to be carried out departmentally.	10%
b)	Where new/ augmentation work of substation/bays etc. is to be carried out on the request of the consumer /client/institution/Govt. departments and work is to be carried out departmentally.	10%
c)	Where existing line /structure etc. have to be shifted on the request of the consumer/client/institution/Govt. departments and work to be carried out through turnkey contractor.	6%
d)	Where new/augmentation work of substations/bays etc. is to be carried out on the request of the consumer /client/institution /Govt. departments and work to be carried out through turnkey contractor.	6%
e)	Where the work is yet to be carried out through turnkey basis, but the	6%

	client/institution/Govt. departments has objection to the route of the line and wants shifting to other place in his own land.	
f)	Where the work has been carried out by the consumer /client /institution /Govt. departments by following HVPNL specification /guide lines and the same is to be taken over by HVPNL (excluding works at sr. no. 1 above).	4%
3	Charges for rerouting of existing overhead transmission lines with substitution by EHV XLPE underground Cables	
a)	The applicant making request for rerouting for substitution overhead lines with the cable shall bear all expenses of complete activity of the replacement of overhead lines with EHV XLPE underground cable.	The estimated cost as a deposited work of consumer inclusive of supervising /departmental charges in line with Sr. No. 2 above. Provided further that no O&M Charges for future maintenance of the underground cable shall be payable by the consumer.
b)	To ensure the continuity of supply the applicant shall also bear the cost of one extra operational cable per Circuit for the immediate and emergent use in case of failure of any of the cable.	

B. TESTING CHARGES OF M&P – CC WING OF HVPNL

The following testing charges including Man days and equipment hiring charges shall be applicable for FY 2019-20 with an increment of 5% p.a. for services provided by M&P Engineering Staff and T&P charges including supervision/departmental charges/inspection of works at the time of Commissioning on the consumers installation which are not to be taken over by the Licensee

I) MAN DAYS RATES:-

Sr. No	Category	Man day rates for providing
1	AE/AEE	6800/-
2	JE-I/JE/Sr. Carrier Assistant	4400/-
3	Helper/Carrier Assistant	1800/-

II) DAILY HIRING CHARGES OF THE TESTING EQUIPMENT (As applicable and required):-

Sr. no	Equipment	Rates per day (Rs.)
1	Distance Protection Testing Kit	5000/-
2	Testing equipment required to test the 11 kV Panels etc.	3000/-
3	T/F testing kits (only for routine tests)	3000/-

4	Breaker testing kits including timer/contact resistance etc.	3000/-
5	Tan Delta Kit	5000/-
6	Level meter & Oscillator meter for PLCC equipment testing.	3000/-

(i) INSPECTION CHARGES FOR EXCLUSIVE WORKS OF CONSUMERS

Inspection Charges, for the exclusive works of the consumer which are not to be handed over to the Licensee and wherein Licensee has to only witness the testing to be done by 3rd party, for the sub-stations up to 132kV and above 132kV voltage level shall be Rs. 25,000/- and Rs. 50,000/- respectively.

The Inspection Charges for the electric lines which are not be handed over to the Licensee shall be Rs. 10,000/-.

Sales Circular D-26/2011 is superseded.

Peak load exemption charges (PLEC) (Sales Circular No. D-33/2018 Dated: 14/12/2018).

Please refer to Point 6 of sales Circular No. D-25/2014 dated 9/6/2014 vide which it has been directed that 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.

Now the matter has been considered and clarified that the PLEC shall also be believed on RDS feeders getting 24 hours supply on the pattern of urban and industrial / independent feeders.

Further, the peak load exemption charges believed as per sales circular No. sales circular No. D-39/2014.

All relevant sales circulars are amended to the above extent only.

Exemption of electricity duty to new industrial units ((Sales Circular No.D-20/2018Dated: 30/7/2018).

The State Govt. of Haryana vide its notification No. 26/3/1995-2 Power dated the 26th March, 2018 (Copy enclosed) have exempted all new projects established in the State of Haryana on or after the 6th October, 2015 from levy of the electricity duty upto the extent and for a period of 5/7/10 years from the date of release of connection as per the table given below: -

Sr. No.	Type of Project	Quantum of Exemption (except Light Load)
1	Mega Projects	100% Exemption from payment of Electricity Duty for new, mega project for a period of 5 years in 'B' & 'C' category blocks and 7 years in 'D' category blocks from the date of release of electricity connection
2	Large Units	100% Exemption only for new enterprise for 5 years in 'C' category blocks & 7 years in 'D' category blocks from the date of release of electricity connection
3	Micro, Small & Medium Enterprises	100% Exemption for 7 years for all new enterprises in 'B', 'C' & 'D' category blocks from the date of release of electricity connection
4	Textile Sector (apparel/knitting/embroidery/ technical textiles)	100% Exemption for 10 years only for new enterprises in 'B', 'C' & 'D' category blocks from the date of release of electricity connection
5	Agro Industries and Food Processing Sector	100% Exemption for 10 years only for new enterprises in 'B', 'C & 'D' category blocks from the date of release of electricity connection
6	Footwear sector (value addition products excluding leather processing)	100% Exemption for 10 years only for new enterprises in 'C & 'D' category blocks from the date of release of electricity connection
7	Large service enterprise	75% exemption only for new enterprise for 5 years in 'C' & 'D' category blocks and 50% in 'B' category blocks for large service enterprise as identified in the EPP-2015.

8	Defence/Aero Space/ Auto Components/ Electronics/Railways Sector	100% Exemption for 10 years only for new enterprises in 'B', 'C' & 'D' category blocks from the date of release of electricity connection.
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The categorization of Blocks has been notified by the Industries and Commerce Department, Government of Haryana vide its Notification No. 49/43/2015-41B1, dated the 6th October, 2015, copy of which is also enclosed.

**HARYANA GOVERNMENT
POWER DEPARTMENT
Notification
The 26th March, 2018**

No. 26/3/1995-2Power :- In exercise of the powers conferred by section 12 of the Punjab Electricity (Duty) Act, 1958 (Punjab Act 10 of 1958) and in supersession of Haryana Government, Power Department, Notification No. 26/2/2000-3/Power, dated the 21st September, 2006 the Governor of Haryana hereby exempts in public interest, all new projects as specified in Annexure-10 of Enterprises Promotion Policy, 2015, located in category of Blocks as defined in Haryana Government, Industries and Commerce Department, Notification No. 49/43/2015-41B1, dated the 6th October, 2015, established in the State of Haryana on or after the 6th October, 2015, from the payment of the Electricity Duty leviable under clause (iii) of Sub-section (l) of Section 3 of the said Act upto the extent and for a period of 5/7/10 years, as specified in ibid Policy, from the date of release of electric connection to such units as per table given below:

Sr. No.	Type of Project	Quantum of Exemption (except Light Load)
1	Mega Projects	100% Exemption from payment of Electricity Duty for new, mega project for a period of 5 years in 'B' & 'C' category blocks and 7 years in 'D' category blocks from the date of release of electricity connection
2	Large Units	100% Exemption only for new enterprise for 5 years in 'C' category blocks & 7 years in 'D' category blocks from the date of release of electricity connection
3	Micro, Small & Medium Enterprises	100% Exemption for 7 years for all new enterprises in 'B', 'C' & 'D' category blocks from the date of release of electricity connection
4	Textile Sector (apparel/knitting/embroidery/technical textiles)	100% Exemption for 10 years only for new enterprises in 'B', 'C' & 'D' category blocks from the date of release of electricity connection

5	Agro Industries and Food Processing Sector	100% Exemption for 10 years only for new enterprises in 'B', 'C & 'D' category blocks from the date of release of electricity connection
6	Footwear sector (value addition products excluding leather processing)	100% Exemption for 10 years only for new enterprises in 'C & 'D' category blocks from the date of release of electricity connection
7	Large service enterprise	75% exemption only for new enterprise for 5 years in 'C' & 'D' category blocks and 50% in 'B' category blocks for large service enterprise as identified in the EPP-2015.
8	Defence/Aero Space/ Auto Components/ Electronics/Railways Sector	100% Exemption for 10 years only for new enterprises in 'B', 'C & 'D' category blocks from the date of release of electricity connection.

**P. K. DAS,
Additional Chief Secretary to Government Haryana,
Power Department.**

Clarification on tariff applicable to mushroom farming / tissue culture etc. (Sales Instruction No. 6/2018 Dated: 22/6/2018).

Please refer to sales circular No. D-48/2001 vide which it has been decided that the mushroom cultivation is covered under DS tariff or Non-domestic tariff depending upon whether the cultivation is being done in one or two rooms of a domestic premises or NDS premises/area respectively. Subsequently, some connections for mushroom cultivation were also released under LT industrial category.

A number of representations were received by the Dept. Of Agriculture, GoH from persons engaged in mushroom cultivation for charging AP tariff instead of DS/NDS/industrial tariff. The matter was taken up by the Dept. of Agriculture with Dept. of Power. It was intimated by the then Principal Secretary/Power, GoH, vide D.O. No. PS/Additional.C.S-2013/Ch-7/SS-403 /Horticulture /Loose /2/CGM/C-I Chandigarh, dated the 31st July, 2013 and again vide D.O. No. PS/PR Secretary (Power) / Ch-15/SS-403/Horticulture/Loose/2/CGM/C-I Chandigarh, dated the 19.08.2014 to then Principal Secretary/ Agriculture Dept. GoH, to take up the matter with the State Government for its concurrence to pay subsidy to compensate the Discom for the revenue loss on account of levy of subsidized AP tariff to mushroom cultivation instead of industrial/NDS tariff being levied. However, State Govt. so far has not given its concurrence for applying AP tariff to

mushroom cultivation and pay additional subsidy to the Discoms for the revenue loss on account of change of tariff presently being charged i.e. DS/NDS/Industrial to AP tariff.

Further it is intimated that HERC in case no HERC/PRO-35 of 2013, wherein, the Petitioner had pleaded for levy of subsidized AP tariff for tissue culture, had decided vide its interim order dated 20.10.2014 to obtain the consent of State Government for admissibility of subsidized AP tariff to tissue culture and payment of subsidy. Matter was accordingly taken up with the then ACS /Power and it was intimated to HERC, with the concurrence of ACS /Power, vide letter dated 01.01.2015 that the subsidized AP tariff should only be provided to the activities where tubewells or pump sets are used for irrigating fields and for plantation purposes and that the other Horticulture activities i.e. Tissue Culture Lab etc. are commercial in nature and Industrial/NDS tariff is rightly chargeable.

Mushroom cultivation also falls in the same category.

It is, therefore, clear that mushroom cultivation is not covered under Schedule of Agriculture Tubewell / Lift Irrigation/ MITC Supply for which AP tariff is applicable as it does not involve use of tube wells/pump sets for irrigating fields or for plantation in any manner. Mushroom cultivation, on the other hand, involves use of high technology with extensive use of ACs, Blower, Heaters etc for cultivation and, therefore, should be covered under Industrial category only instead of DS/NDS/ Industrial as at present.

In view of above, it has been decided that all electrical connections for mushroom cultivation henceforth shall be covered under industrial category and any existing connection presently under any other category should immediately be changed to industrial category. The consumer will not be required to pay any charges for effecting this change.

Clarification regarding levy of PLEC on power drawn through open access consumers w.r.t. the Corrigendum dated 24.07.2014 to Commission's order dated 29.05.2014 on ARR/Tariff Order of UHBVNL & DHBVNL for FY 2014- 15 (Sales Circular No. D-39/2014 Dated: 1/10/2014).

In view of clarifications issued by HERC vide its office memo No. 2246-2248/HERC dated 5/9/2014 regarding levy of PLEC on power drawn through open access consumers, the applicable rates for levy of PLEC on energy drawn through open access during FY 2014-15, shall be as under:

Sr. No.	Energy slab	Chargeable PLEC
i	For the energy drawn equivalent to energy consumption during peak load	Nil

	hours in a month worked out corresponding to 20% of contract demand.	
ii	Energy drawn beyond that covered in (i) above and up to energy consumption during peak load hours in a month worked out corresponding to 50% of contract demand.	50% of PLEC as applicable for power supplied by the distribution licensee within the allowed peak load exemption limit / allowed dispensation i.e Rs. 0.50 /kVAh.
iii	Balance Energy drawn if any, beyond that covered in (i) and (ii) above i.e. beyond energy consumption during peak load hours in a month worked out corresponding to 50% of contract demand.	100% PLEC as applicable for power supplied by the distribution licensee within the allowed peak load exemption limit / special dispensation i.e Rs. 1.50 /kVAh.

It is further clarified that for converting energy drawn through open access in kWhs in a month into kVAhs, average recorded power factor of the consumer for that month or 0.90, whichever is higher, shall be used.

Sales Circular No. D-25/2014 is amended to the above extent only.

Collection charges @ 5% plus service tax on the municipal tax levied on the electricity consumers within the limit of Municipality (Sales Circular No. D-8/2016 Dated: 22/3/2016).

Please refer to Sales Circular No. D-26/2012 dated 27/8/2012 vide which as per the notification No. 25/2012 - ST dated 20.06.2012, it was decided to levy collection charges @ 5% plus service tax @ 12.36% w.e.f., 01.07.2012. The service tax @ 12.36% on the collection charges is to be deposited with the Central Excise and Service Tax authorities

As, the service tax varies from time to time so, it has been decided to charge the service tax on collection charges as applicable from time to time.

The S C. No D-26/2012 is amended to the above extent.

Exemption from the levy of Electricity Duty on all persons generating energy for his own use for 4 year from 1st April, 2014 to 31st March, 2018 (Sales Instruction No. 2/2015 Dated: 3/3/2015).

Haryana Government (Power Department) vide notification No.26/3/95-2 Power dated 27 Aug, 2014 has exempted levy of Electricity Duty on all persons generating energy for his own use for 4 year from 1st April, 2014 to 31st March, 2018, the relevant excerpts of the above notification is given as under :-

"In exercise of the powers conferred by Section 12 of the Punjab Electricity (Duty) Act, 1958, and all other powers enabling him in this behalf, the Governor of Haryana, hereby exempts, the levy of Electricity Duty in public interest, all persons covered under clause (b) of the Sub-Section(2) of Section 3 of the said Act i.e. a person generating electricity for his own use from the payment of whole of the electricity duty for a period of four years with effect from the 1st April, 2014 to 31st March, 2018"

The above instructions should be brought to the notice of all concerned for careful and meticulous compliance with immediate effect.

6.4 Chargeability of GST

Chargeability of GST on deposit and contribution works (expenses for providing electric line/plant) executed by DHBVN (Sales Circular No. D-17/2019 Dated: 29/04/2019)

As per the relevant provisions of the GST, the deposit and contribution works being executed by DHBVN are to be treated as supply of services. Accordingly, to comply with the above said provisions, GST @ 18% on deposit and contribution works executed by DHBVN w.e.f. 01/04/2019 is to be charged. The collecting offices of DHBVN for charging of GST on deposit and contribution works shall follow the following procedure:

1. Deposit work with departmental charges: GST @ 18% shall be charged on total cost i.e. material cost + overhead charges + labour charges + departmental charges thereon.
2. Deposit work with supervision charges under self execution works: GST @ 18% shall be charged on supervision charges charged by the Nigam.
3. Tax invoice shall be issued under section 31 of CGST Act, 2017 (Format enclosed).
4. HSN code 9997.

Tax Invoice				
DAKSHIN HARYANA BIJLI VITRAN NIGAM (A Power Distribution & Retail Supply Utility, Haryana Govt. Undertaking)				
Name of Office:				
GSTIN No. 06AABCD0033C1ZL				
Details of receiver / Billed to:		Service provider details		
Name		Invoice No.		
Address		Invoice Date		
GSTIN No		State Code		
		Service category		
Sr. No.	Description of Services	HSN/SAC	Location	Amount (RS)
Total amount before Tax				INR 0
Total invoice Amount in Words:		Nature of Tax	Rate (%)	
		Add. SGST		INR 0
		Add. SGST		INR 0
		Add. SGST		
Total Taxes				INR 0
Total Amount After Tax				INR 0

Chargeability of GST on deposit and contribution works (expenses for providing electric line/plant) executed by DHBVN (Sales Circular No. D-19/2019 Dated: 07/06/2019)

Please refer to Sales Circular No. D-17/2019 dated 29/4/2019 vide which instructions were issued regarding Chargeability of GST on deposit and contribution works (expenses for providing electric line/plant) executed by DHBVN.

The matter has been re-considered and it is hereby clarified that the GST is chargeable on total cost which includes cost of raw material, overhead charges, labour charges, departmental charges and GST paid on procurement of raw material and on labour charges.

Sales Circular No. D-17/2019 stands amended.

Clarification regarding GST (Sales Circular No. D-21/2018 Dated: 02/08/2018).

As per Circular No. 34/08/2018 dated 01.03.2018 issued by Ministry of Finance, Govt, of India, it has been clarified that the service by way of transmission and distribution of electricity by an electricity transmission or distribution utility is exempted from GST and other services such as:

- Application fee for releasing connection of electricity;
- Testing fee for meters/ transformers, capacitors etc.;
- Labour charges from customers for shifting of meters or shifting of service lines;
- Charges for duplicate bill;

provided by DISCOMS to consumer are taxable.

Further, the service provided by Central Government/State Government to any business entity including PSUs by way of guaranteeing the loans taken by them from financial institutions against consideration in any form including Guarantee Commission is taxable.

Therefore, the GST @ 18% is required to be charged to all the consumers for the services provided by the DISCOM w. e. f. 01.07.2017. Further, prior to recovering the GST arrears, a notice shall be issued to all the concerned consumers/ applicants.

GST on collection charges @ 5% on the municipal tax levied on the electricity consumers within the limit of Municipality (Sales Circular No. D-39/2017 Dated: 30/10/2017).

Please refer to Sales Circular No. D-8/2016 dated 22/3/2016 vide which it has been decided to charge service tax as applicable from time to time on collection charges on the municipal tax.

2. GST has been introduced w.e.f. 01.07.2017 and present rate of GST on services is 18%. It has been decided that 18% GST will be levied on the collection charges of M.Tax being collected for Municipal Corporations / Committees w.e.f. 01.07.2017.

Sales Circular No. D-8/2016 is amended to the above extent.

SECTION –VII

OVERHAULING OF CONSUMER'S ACCOUNT-- BILLING THEREOF

7.1 Action plan to reduce Provisional Billing cases

Action plan to reduce Provisional Billing cases (Sales Circular No. D-29/2021 Dated: 09/08/2021).

It has come to the notice of the management that the prevailing percentage of Provisional Billing Cases are in excess of the prescribed limit mentioned in the HERC (Standards of Performance for the Distribution Licensees) Regulations.

2. In order to bring down the provisional billing cases within specified range following procedure has been prescribed that shall be followed meticulously by all concerned: -

I. R- APDRP area:

- i) The MRA records reading of general category of consumers and generate their spot bills on daily basis. The reading data also gets consumed at CCB on daily basis. UDC (IT) posted in (OP) circle shall workout a list of exception cases on daily basis to find out the list of consumers billed on provisional basis.
- ii) This exception list shall be passed on to MRA as well as to XENs/SDOs concerned on the same day via email with telephonic message conveying that the list has been emailed. UDC (IT) shall also inform the gist of the exception list in the telephonic message to XEN/SDO(OP).
- iii) The MRA shall make efforts to read the meter on subsequent days of the billing cycle and generate their spot bills on actual consumption.
- iv) SDO (OP) shall ensure all association to MRA in tracing the location of consumer as well as reading its meter correctly viz:
 - a) MCO/SCO on any job order, if not closed, shall also be got closed to avoid any average billing on it.
 - b) Wherever reading of smart meter is not being transferred due to communication error, same shall be got rectified on priority
- v) XEN(OP) shall convene a meeting every Friday (or Thursday if Friday is a holiday and so on) with MRAs as well as SDO concerned for monitoring the disposal of the each and every case recorded in the exception list.
- vi) At the end of billing cycle all provisional cases must be tried to be minimized through all out efforts and the delinquent, if any, shall be identified for his negligence and poor performance.

vii) For all other category of consumers like LT supply etc, the MRAs shall be made to provide the list of all exceptional billing cases to XEN/SDO(OP) concerned at least 4 to 5 days prior to submission of reading data. The XEN/SDO(OP) concerned shall utilize their resources to ensure 100 % correct reading of all such consumer with next 2-3 days. The XEN(OP) shall ensure that the billing of these consumers is not made on provisional basis.

II. Non R-APDRP area:

- i) In such areas, the meter reading agency provides output file at the end of 15 days reading cycle and that provides very less time for anyone to monitor or analysis the quality.
- ii) The MRA shall be directed to reduce the reading period from 15 days to 12 days only and submit its reading file latest by the end of 12th day to UDC (IT) in the circle office as well as to XEN (OP) concerned.
- iii) The list of provisionally read cases shall be filtered out by concerned XEN(OP) and distributed further to SDOs with the directions to ensure correct reading, in association with MRA, within next 2-3 days.
- iv) MCO/SCO on any job order, if not closed, shall also be got closed to avoid any average billing on it.
- v) At the end of 15th day, the revised output files shall be provided by MRA to UDC (IT) and subsequently to the billing agency.
- vi) Again at the end of fortnight XEN (OP), shall review the performance of MRA as well as SDO (OP) concerned and the under performer shall be identified for necessary action.

3. In addition to above, SE (OP) shall be responsible for conducting a monthly review meeting with MRA and all XENs/SDOs (OP) under his control for monitoring their performance as well as to work out the further strategy in order to reduce down the quantum of provisional billing further.

7.2 Installation of check meter and overhauling of consumer's account thereof.

Installation of check meter and overhauling of consumer's account thereof(Sales Circular No. D-24/2021Dated: 01/07/2021).

This is in supersession of Sales Instruction No.-19/2014 dated 11.11.2014 regarding subject cited above.

The revised instructions shall be as follows:

Whenever the meter accuracy is challenged by the consumer, the requisite fee shall be got deposited and the standard check meter duly tested by M&T lab shall be installed as per existing instructions of the Nigam. The further procedure shall be as mentioned herein below: -

- In case of whole current meters, the Photo of both the check meter & existing meter shall be captured (Confirming sealed terminal plate) at the time of installation and removal of the meters. The same should be placed in the record at the time of overhauling of the account (if required). If it is a downloadable meter than data shall also be downloaded in addition to Photo. Downloading and/or photo of check meter and existing meter shall be done by a committee of concerned SDO 'OP' & JE and there will be no requirement of inviting SDO/M&P.
- However, in case of CT/PT meters, SDO/M&P and SDO/OP shall jointly record the initial and final reading upto the last decimal point. The refund, if any shall be based on the basis of SDO/M&P report.
- A monthly detail of all such cases will be submitted to the CE/ Commercial by SE/ M&P.

7.3 Meter defective cases where recorded consumption is higher than average consumption-Billing thereof.

Meter defective cases where recorded consumption is higher than average consumption-Billing thereof (Sales Instruction No. 04/2017 Dated: 07/08/2017).

It has been observed that there are number of instances where the consumer is being billed on average basis inspite of recorded consumption being available and higher than average charged in their bills due to the reason that the Meter reader had inadvertently at some point of time or in collusion with the consumers, marked the meter status as Defective (D), Meter Burnt (B), Meter Different at Site (S), Glass Broken (G) and Meter Seal Broken (M,T),without verifying whether the meter is actually defective or not. This results into accumulation of the meter thereby extending illegal benefit to customers due to bills being prepared on bare minimum / average basis. Subsequently, the meter is replaced on account of been declared defective / burnt. Such practices are, evidently, deleterious to the Nigam's revenues.

2. In order to overcome the problem of short assessment arising out of due to the above conditions, it has been decided to follows as below:-

- i) A detailed consumer-wise list of all such cases be prepared and got physically checked.
- ii) Based on the checking report, in case the meter is found in correct working order, the same shall be promptly intimated to the billing agency through appropriate advice (Advice 73).
- iii) In some cases, it is possible that due to delay in sending MCO advice to the billing agency, the consumer is continued to be billed on average. In such cases, Prompt intimation of MCO to the Billing Agencies is necessitated.
- iv) The bill may be overhauled on the basis of actual reading recorded for the period the average billing persists and bill revision advice (BR) be sent to the Billing Agencies
- v) In future, the bills will be issued on the basis of recorded consumption or average charged due to meter status being shown D,T,B,G,S, whichever is higher.

7.4 Billing of consumers during the period meter remains defective/sticky/dead stop/burnt

Checking of meters with defective display units for retrieval of consumed unit (Sales Instruction No. 7/2015 Dated: 1/5/2015).

It has been brought to the notice of the Management that some of the unscrupulous consumers are indulging in disturbing the display unit of meter by using some external influence thereby making it defective so that the actual consumption is not recorded and billed. After passage of few months the meter is got replaced on the pretext of defective display unit (meter reading not visible) and the actual units consumed goes unaccounted and unbilled. This manipulation causes huge loss of revenue to the Nigam. The possibility of the display unit getting defective due to internal problem, however, is also not ruled out.

In order to safeguard against such type of manipulation / problem it has been decided that whenever display unit is found defective at the time of routine checking or during the effecting of MCO on consumer complaint etc, the meter (whole current / CT/PT meters) should invariably be sealed at site and referred to M&T lab (following due procedures) for its checking and retrieval of actual consumed units within 2 days of removal of meter as the same may be available in the non volatile memory of the meter.

All related instructions in this regard are amended to this extent only.

Billing of consumers during the period meter remains defective/sticky / dead stop/ burnt(Sales Circular No. D-28/2013 Dated: 19/06/2013).

Please refer to Sales Instruction No. 4/2011 & 19/2010 regarding charging of provisional consumption till the meter remains defective / dead stop / inaccurate or premises locked were circulated.

Now, 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, the provisional billing during the defective period are to be charged as given below i.e.,

1. In case of defective /sticky / dead stop/ burnt meter, the consumer, during the period of defective meter, shall be billed provisionally in the following manner:-

- (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: -

(i) For DS/NDS consumers: -

Sr. No.	Category	Consumer fed through feeders	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	

(ii) 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 : $kW \times LF \times H \times D$.

In cases where Tariff is levied on the basis of Sanctioned contract demand : $CD \times LF \times H \times D$.

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 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)	150	240
	Bulk supply (on HT)	180	360
6.	HT Industrial supply		
	a. Continuous process	192	480

	industry b. General Industry	160	240
7.	Agriculture supply	160	160
8.	Railway Traction and DMRC	-	480

For billing 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 under Para 1 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.

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.

2. After installation of new meter, the account of the consumer, billed provisionally in the manner as specified under Para-1 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.

3. 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.

This supersedes the Sales Instruction No. 4/2011 & 19/2010 and amended the SMI 4.14 & 6.7 (Fourth Edition- 2005) & other related instruction issued in this regard.

SECTION –VIII

Preparation and Delivery of Bill

8.1 Facility of advance payment of electricity bills by consumers and payments of incentive there against

Facility of advance payment of electricity bills by consumers and payments of incentive there against (SALES CIRCULAR No.D-04/2003 Dated: 11/03/2003).

DHBVN has decided to provide the facility to the consumers to make the payment of electricity bills in advance on the following terms and conditions:-

- (1) The amount 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 particulars consumer during preceding 12 months from the date of making the advance payment.
- (2) The facility of making advance payment from the date of making the consumer who has not 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) The consumer who opts for advance payment scheme will be provided an incentive equal to the interest rate offered by the Nationalized Banks on the saving bank deposit plus 1% (one percent) which will be declared by the Nigam from time to time. The incentive on advance deposit for the financial year 2003-04 would be at the rate of 4.5% (Four decimal five percent) per annum. The computation of the incentive payable shall be on the balance deposits for the period the amount remained with the Nigam(an example for the calculation of the incentive is given in Annexure-A attached).
- (4) Separate record/Register for the incentive so allowed will be maintained. The adjustment of the total amount of incentive allowed to the consumers in a month will be credited to the consumers' accounts in the consumers' ledger(s) monthly or bi-monthly as applicable by making posting in the respective consumers' account(s) in order to reflect upto-date balance amount together with the amount of the incentive allowed from time to time.

Scheme for providing 4% discount on energy charges against deposit of advance payment Sales Circular No. D-17/2015 Dated: 30/6/2015).

Please refer to Sales Circular No. D-14/2015 issued vide Ch-14/SE/Comml./R-16/45/2010/S/C/F-33 dated 29/5/2015 based on HERC order dated 7/5/2015 on True Up of the ARR for the FY 2013-14, Annual Performance Review for the FY 2014-15 and determination of Distribution and Retail supply tariff for the FY 2015-16 stipulating "Provide 4% discount on energy charges against advance payments made online through RTGS / NEFT or through Cheque in the banks authorized by the respective Utilities equivalent to 120% of energy charges paid in the previous year within one month of the Order. However, this rebate shall be available only till the entire advance is adjusted and thereafter no rebate shall be given". This rebate was in addition to the interest to be given for advance payment of anticipated bills as per the already existing provision of sub regulation 6.5 of HERC Electricity Supply Code Regulation 2014.

In order to encourage the consumers further in making advance payment the details of scheme introduced now and effective from July 1, 2015 is as under:-

"The consumers making advance payment for the electricity drawn by them shall be allowed interest @ 4% p.a. on such advance payments being the saving bank rate of State Bank of India as on 31st March, 2015. The credit of interest is given when the advance paid is reduced to zero or on 31st March whichever is earlier. However, in order to further popularize the scheme, 4% discount on energy charges shall also be given to all consumers who will deposit advance payments made online through RTGS / NEFT or through cheque in the banks to be authorized by the respective utilities equivalent to 120% of energy charges paid in the previous year. This rebate shall be available only till the entire advance is adjusted and thereafter no rebate shall be given".

The above instructions of Hon'ble Commission should be brought to the notice of all concerned for careful and meticulous compliance. It may also be ensured that wide Publicity of this provision is carried out through print media/ local TV channel etc to attract maximum consumers.

Scheme for providing 4% discount on energy charges against deposit of advance payment (Sales Circular No. D- 14/2015 Dated: 29.05.2015).

HERC in its order dated 7.05.2015 on "True Up of the ARR for the FY 2013-14, Annual (Mid-Year) Performance Review for the FY 2014-15 and Revised ARR of

UHBVN and DHBVN for FY 2015-16", has decided to give 4 % discount on energy charges to all consumers who will deposit advance payments made online through RTGS / NEFT or through Cheque in the banks authorized by the respective Utilities equivalent to 120% of energy charges paid in the previous year within one month of this Order. However, this rebate shall be available only till the entire advance is adjusted and thereafter no rebate shall be given.

The above instructions of Hon'ble Commission should be brought to the notice of all concerned for careful and meticulous compliance. It may also be ensured that wide publicity of this provision is carried out through print media/ local TV channel etc to attract maximum consumers.

8.2 Billing of Nigam offices/establishments.

Billing of Nigam offices / establishments (Sales Circular No. D-14/2016 Dated: 26/05/2016).

It has come to the notice of the Management that electricity bills are not being raised to the offices/ buildings of DHBVN, UHBVN, HVPNL & HPGCL or even if raised, the same are not based on actual readings and ok meters with the notion / wrong concept of free supply. in this context, it is made clear that there is no concept of free supply and that every unit of electricity consumed by Nigam offices / establishment of UHBVN, DHBVN, HVPN & HPGCL are to be properly accounted for.

Hence, it has been decided that every office / establishment of HPU's is to be billed at par with private consumers i.e. every office should have separate electricity connection in the name of concerned officer and proper account No. be allotted. Correct metering and reading be ensured and the electricity bill be issued and delivered as usual. Every office will deposit its energy bills through its DDO. FA/HQ shall release the limit demanded by the field offices on this account.

This will facilitate the Discom in proper accounting of billing and collection efficiency".

This supersedes all the previous instructions on the subject.

8.3 Change in billing cycles for AP consumers.

Verification of complaints regarding excess meter reading (Sales Circular No. D-13/2018 Dated: 26/3/2018)

It has come to the notice of the Management that some unscrupulous elements are resorting to registration of excess reading complaint so that they can in connivance with the operation staff verify lesser reading and get the bill corrected from the sub division for the consumption computed as per verified reading. Thereafter, such meters are deliberately burnt so that the actual consumption recorded by the meter remains unaccounted and unbilled, thereby leading to loss of revenue to the Nigam.

In order to avoid such malpractices, it has now been decided by the Management that:-

1. Whenever a complaint is lodged by the consumer in the S/Divn. regarding excess reading recorded by the meter reading agency, firstly the concerned staff shall compare the final reading shown in the bill with the reading captured in the photograph by the MRBD agencies in respect of meter pertaining to the said consumer. In case there is no discrepancy then the bill raised to the consumer shall be automatically treated as a correct one and the complaint shall be filed forthwith .
2. In case either there is discrepancy in both the above readings or the photograph of meter reading has not been captured , then it shall be ensured by the authority verifying such complaints that photograph with clear visibility of the meter reading and meter particulars is captured at site. On the basis of meter reading verified through above procedure, the bill correction activity required, if any, shall be carried out by the S/Divn. The photograph captured in this regard shall be kept in the permanent record of the S/Divn so that the same can be verified at any stage by the higher authorities/ audit

Change in billing cycles for AP consumers (Sales Circular No. D-02/2016 Dated: 21/01/2016).

Please refer to Sales circular No. D-39/2015 dated 27.11.2015 vide which it was decided that the bill of AP consumers will be issued once in 4 months or the billing cycle of AP category be implemented on 4 monthly basis.

The matter has been reviewed and it has been decided that SE/OP may ensure that all the AP consumers falling in the jurisdiction of operation sub division / sub office be divided in 4 equal parts so that 1/4th of total AP consumers may be billed every month. This will also facilitate the determination of line losses on monthly basis.

All related Sales Circulars/Instructions are amended to this extent.

Change in billing cycles for AP consumers (Sales Circular No. D-39/2015 Dated: 27/11/2015).

Please refer to Haryana Electricity Supply Code Regulation, 2014 duly notified vide S.C. No. D-17/2014 dated 18.04.2014 wherein it has been specified under Clause No. 6.1.1 that the periodicity of meter reading/billing in case of AP consumers shall be bi-monthly.

The matter has now been reviewed and in order to redress the grievances of the farmers, it has been decided as under:

1. Implementation of 4 monthly billing for AP Category.

The billing cycle of AP category be implemented on 4 monthly basis. . The due date of payment of billed amount will be 17 (seventeen) days from the date of issue of bills. In the event of bills not being paid in full within the period specified in the bill, a surcharge @3% shall be levied for each billing cycle on the unpaid amount of the bill untill the amount is paid in full.

8.4 Levy of surcharge on the dues raised through the energy bill and not paid within the grace period.

Procedure for levy of surcharge in case of part-payment of energy bill by the consumers (Sales Instructions No. 26/2007 Dated: 08/05/2007).

As per instruction laid down vide SMI – 5.17 (Old SMI-132), the 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. No procedure has been laid down for adjustment of payment in case the payment made by the consumer is less than the balance brought forward from previous month(s) and in some cases, even less than the balance brought forward during that month or where consumer has preferred to make the payment of current bill only.

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 alongwith 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 alongwith 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 alongwith current energy bill, the part payment shall be credited in chronological order of bills issued / payment due alongwith surcharge from payment of first month of default to date of payment shall be adjusted and then ED & M-Tax and then towards 2nd 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 the bill 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 (old - 180) 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.

SMI 5.17 & 7.4 is amended to above extent.

Levy of surcharge on the dues raised through the energy bill and not paid within the grace period (SALES CIRCULAR D-30/2003 Dated: 09/09/2003).

Instructions regarding levy of surcharge in case payment is not made within the due date have been laid-down under Instruction No. 131 of Sales Manual. In accordance to these instructions surcharge is leviable on the cost of energy, rentals and amount of MCG billed through Sundry Charges and Allowance Register. It has further been clarified that the surcharge shall be levied on the unpaid dues of the bill full or part thereof except the amount of Electricity Duty.

2. On receipt of various references from the field offices regarding levy/non-levy of surcharge on the amount debited to the consumers' accounts and raised through the energy bill, the issue was placed before the Board of Directors of the Nigam in the meeting

held on 30.7.2003. It has been decided that the surcharge shall be leviable on any dues raised through energy bill and not paid in time by the consumer.

Accordingly, it is made clear that 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 (excluding the amount of Elecy. Duty and M. tax), in case the payment is not made within the due date.

8.5 Regarding regular generation of Bills of PDCO consumers.

Regarding regular generation of Bills of PDCO consumers (Sales Instruction No. 17/2014 Dated: 03/09/2014).

As per the existing Instructions of the Nigam, PDCO consumer are deleted from the consumer database of the billing agency after 6 months / 3 billing cycles and are transferred to the PDCO ledger alongwith the defaulting amount and no further Bills are generated for these consumers.

The matter has been reviewed by the Board of Directors and decided that the PDCO consumers with outstanding amount may not be deleted from the consumer database of the billing agency and their bill generation shall be continued in red colour and served, till clearance of defaulting amount. However, as per existing practice the defaulter shall also continue to be entered in the PDCO ledger.

8.6 Defaulting Amount : Recovery and write off.

Disconnection for non-payment of electricity charges (Sales Circular No. D-45/2013Dated: 10/09/2013).

As per HERC Regulation No. HERC/12/2005 dated 26.07.2005, duty to supply electricity on request, power to recover expenditure incurred in providing supply & power to require security , as per part (iv) clause 5 Power to require security subclause 5.3 - Consumption Security. 5.3.1 "The LT/HT consumers shall at all times maintain with the Licensee an amount equivalent to consumption charges of four months wherever bi-monthly billing is in vogue and two months in the case of monthly billing cycle, 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. Provided that as and when the bi-monthly cycle is replaced with monthly billing cycle, the Licensee shall refund the excess amount if any, over the two months charges by adjustment against the existing dues or those becoming due immediately thereafter".

Under the provisions of Section-56 of the Electricity Act-2003, following amendments are made in the existing rules, regulations and terms & conditions of the supply with immediate effect. Also, it is made clear that no TDCO shall be issued for connections where whole current meters are installed and while effecting the PDCO, photo through mobile phone will be taken.

- (vii) Any consumer who fails to pay any charges of electricity or any sum other than a charges for electricity due from him, a clear fifteen days notice in writing, to such consumer will be given before disconnecting the supply.
- (viii) 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 charge paid by him during the preceeding six months.
- (ix) The arrears of electricity charges should be regularly and continuously indicated in the bills. It may be clarified that under the EA 2003 section 56 state that 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.

- (x) 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.
- (xi) 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 instructions.
- (xii) In case of disconnected consumers, the existing provisions for recovery of electricity dues would continue to apply.

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.

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.

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.

Recovery of Arrears for 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 effected.

Normally in the first instance the disconnection should be made on temporary basis i.e. the energy meter should be allowed to remain in position, but if the consumer does not care to get his premises reconnected within a reasonable time, say 30 days, by paying off the dues of the Nigam or if there is any apprehension of theft of energy, or there are strong reasons to believe that the reconnection would not be sought for, the disconnection should be effected permanently.

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.

Immediately after disconnection of supply a show-cause notice should be issued to the defaulting consumer for settlement of the outstanding dues within 3 months failing which his supply would be disconnected permanently 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.

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.

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.

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.
- (v) 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.
- (vi) The efforts already made at the Sub Division and the Division level.
- (vii) Prospects of recovery of outstanding in the near future.
- (viii) The cause, which led to the consumer becoming defaulter.
- (ix) 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."

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. The powers to remit and write off irrecoverable arrears of cost of Electrical Energy, Meter maintenance charges and general charges have been delegated of Delegation of Powers.

However, in case of following consumers, 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) Government Employees:

In such cases Head of the Offices/Departments under whom the consumer is working should be addressed to recover the outstanding amount from the person concerned and remit to the Nigam. In cases where the employees have been transferred to other stations, their address should be found out and the Heads of their offices be asked likewise.

(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.

(d) Nigam Employees:

The arrears should be recovered promptly from the employees of the Nigam. In case

the employees have been transferred to other stations, a reference should be made to his SDO/XEN/SE concerned to effect recovery from the pay bills of the official/officer and remit to the office concerned.

Procedure regarding writing off of the irrecoverable amount from permanently disconnected defaulters (Sales Instruction No. 8 /2008 Dated: 25/02/2008).

Instructions regarding recovery of the defaulting amount from the permanently disconnected consumers have been laid-down vide 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. It has further been laid down vide para-8 of ibid instruction that 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. While reviewing the progress of recovery of the defaulting amount from the permanently disconnected consumers, specifically in the very old cases, it has been observed that there are so many cases in which 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. No guidelines/procedure for writing/waiving off the defaulting amount is available and the existing powers delegated to various authorities are not worth to settle the long-outstanding irrecoverable amounts. Accordingly, the matter has been reviewed by the Nigam and the procedure as under is laid down 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 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.
 - Copy of voter list and Register of Ration Cards of the village/ward in which connection existed before disconnection.
 - 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.
- Divisional Committee:
 - D. G. M. (OP) Division. Chairman To write/waive off amount
 - A. G. M. (OP) Sub Divn. Member Secy. upto Rs. 5000/- in each case.
 - Asstt. Manager (Audit) Member
 - Circle Committee:
 - G. M. (OP) Circle. Chairman To write/waive off
 - D. G. M. (OP) Division Member Secy. amount upto Rs.
 - Manager (Audit) Member 25000/- in each case.
nominated by the CGM/Audit

c) Zonal Committee:

1. C. G. M. (OP) Zone.	Chairman	To write/waive off
2. G. M. (OP) Circle.	Member Secy.	amount upto Rs.
3. DGM/AGM (Audit) nominated by the CGM/Audit	Member	50000/- in each case.

d) Head Office Committee:

1. C. G. M. /Commercial.	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 deletions 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, the amount outstanding in the name of Government / Nigam's employees and against Government Departments/ Municipalities/Panchayats shall not be covered under these instructions and action may be taken as laid down under SMI-7.3.
4. Sales Instruction-7.3 is amended to above extent.
5. 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.

Recoveries from private consumer defaulters (Sales Circular No. D- 65/2007 Dated: 07/12/2007)

Detailed instructions for dealing the cases for recovery of defaulting amount have been issued from time to time.

It is reiterated that utmost efforts are to be made to recover the defaulting amount by all legal means and by pursuing the cases under Land Recovery Act.

During review meeting, the progress regarding recovery of defaulting amount from private consumers was reviewed.

It was explained that some people have sold their land/premises and have shifted to unknown places.

The matter was considered and found that 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.

Recovery of outstanding dues from the defaulting premises (SALES CIRCULAR No.D-95/2001 Dated: 27/11/2001).

The DHBVNL has been experiencing problem in recovering defaulting amount outstanding where the connection had been disconnected due to non-payment and reconnection or new connection had been taken at the same premises by another consumer due to transfer of the ownership or right of occupancy to him.

The matter has been reviewed by the Nigam and it has been decided to incorporate a new clause-“21-A” as under in terms and conditions of supply of Electrical Energy.

21-A (a) When there is transfer of ownership or right of occupancy of premises, 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 and execute fresh agreement and furnish fresh security. New Consumer number shall be allotted in such cases canceling the previous number.

(b) Reconnection or new connection shall not be given to any premises where there are arrears on any account due to the Nigam unless these are cleared in advance. If the new owner/occupier/allottee remits the amount due from the previous consumer, the Nigam shall provide reconnection or new connection depending upon whether the service remains disconnected/dismantled as the case may be. The amount so remitted will be adjusted against the dues from the previous consumer. If the Nigam gets the full or partial dues from the previous consumer through legal proceedings or otherwise, the amount remitted by the new owner/occupier to whom the connection has been effected shall be refunded to that extent. But the amount already remitted by him/her shall not bear any interest.

"The above proposed provisions of clause 21-A (a) & (b) shall be applicable to existing consumers also where defaulting amount exists against premises occupied by such consumer."

SECTION –IX

THEFT AND UNAUTHORIZED USE OF ELECTRICITY

9.1 Consideration of theft units while calculating the T&D losses.

Consideration of theft units while calculating the T&D losses (Sales Instruction No. 4/2018 Dated: 06/06/2018).

It has come to the notice of management that sub-divisions are considering the theft units while calculating the T&D losses by adopting the following methods: -

- i. The units calculated to assess the amount against theft cases are being taken double in calculating the T&D losses.
- ii. Units calculated on total realization against theft cases divided by the average tariff.

However, as per HERC Electricity Supply Code Regulation circulated, vide sales circular No. D-26/2016 that while doing the assessment against theft of electricity, the consumption of electricity so computed (as per formula mentioned therein) will be charged for a presumptive period of twelve months preceding the date of detection of theft at two times the normal tariff rate.

In view of the above, the matter has been considered by the Management and it is hereby clarified that while calculating T&D losses, the units as calculated as per formula mentioned under HERC Electricity Supply Code may be considered in respect of theft of electricity cases and not double the number of units so calculated.

Instructions for dealing with the cases of the theft of electricity under Electricity Act, 2003 and other relevant provisions of law (Sales Circular No. D-27/2018 Dated: 16/10/2018).

This is in continuation to the Sales Circular No. D-21/2017 regarding subject captioned above.

In compliance to the Power Department Notification No. 23/28/2018-3 Power dated 13th September 2018 (copy enclosed), the Sub-clause - (1) of clause-III i.e., Procedure to be followed by AIOs in detection of theft of electricity is amended as follows:

The following officers have been authorized under section 135 (2) of the Electricity Act, 2003 for the purpose of detection of theft of electricity vide Haryana Govt. Notification No. 23/28/2018-3 Power dated the 13th September, 2018:

Type of connection	Officers designated and authorized to enter the premises for the inspection of the installation	Officers designated and authorized to make assessment	Officers designated and authorized to accept the amount for compounding the offence of theft
1	2	3	4
Domestic	Assistant Foreman (AFM) Junior Engineer (Field) (iii) Junior Engineer Vigilance/ Metering and Protection	Sub-Divisional Officer Operation	Sub-Divisional Officer Operation
Non- Domestic	Assistant Foreman (AFM) Junior Engineer (Field) (iii) Junior Engineer Vigilance/ Metering and Protection	Sub-Divisional Officer Operation	Sub-Divisional Officer Operation
Agriculture	Assistant Foreman (AFM) Junior Engineer (Field) (iii) Junior Engineer Vigilance / Metering and Protection	Sub-Divisional Officer Operation	Sub-Divisional Officer Operation
L.T. Industrial supply	Assistant Foreman (AFM) Junior Engineer (Field) (iii) Junior Engineer Vigilance/ Metering and Protection	Sub-Divisional Officer Operation	Sub-Divisional Officer Operation
HT industrial supply	Sub Divisional Officer (SDO) 'Operation' Assistant Engineer Vigilance / Metering and Protection.	Sub-Divisional Officer Operation	Sub-Divisional Officer Operation
Bulk supply / Public lighting and rest of the categories	Sub Divisional Officer (SDO) 'Operation' Assistant Engineer Vigilance/ Metering and Protection.	Sub-Divisional Officer Operation	Sub-Divisional Officer Operation

Note: -

- i) Officers senior in rank and having jurisdiction in the area shall also have the powers mentioned in columns 2 & 3 above.

- ii) Chief Electrical Inspector or any other officer from his office authorized by the Chief Electrical Inspector is also authorized under column 2 for the purpose of inspection as per Section 126.

Instructions for dealing with the cases of Theft of Electricity under Electricity Act, 2003 and other relevant provisions of law (Sales Circular No. D-21/2017 Dated: 15/06/2017).

Detailed instructions were issued vide Sale Circular No. D-43/2007 to deal with cases of theft of electricity. Subsequently Number of circulars/instructions have since been issued from time to time to deal with the subject.

In order to do away the need to refer to multiple sets of instructions and circulars, all relevant provisions of the Electricity Act and Supply Code regulations have been compiled and consolidated instructions are hereby issued to deal with the matter of theft of electricity, superseding all earlier sales circulars/instructions.

Instructions for dealing with the cases of Theft of Electricity under Electricity Act, 2003 and other relevant provisions of law.

I. About Theft of Electricity.

The offence of Theft of Electricity is defined vide Section 135 of the Electricity Act, 2003 as under: -

(1) *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) *Tampers 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 bye-passing of meter],*

So as to abstract or consume or use electricity, shall be punishable with imprisonment for a term which may extend to three years or with fine or with both:

Provided that in a case where the load abstracted, consumed, or used or attempted abstraction or attempted consumption or attempted use-

- (i) *does not exceed 10 kilowatt, the fine imposed on first conviction shall not be less than three times the financial gain on account of such theft of electricity and in the event of second or subsequent conviction the fine imposed shall not be less than six times the financial gain on account of such theft of electricity;*
- (ii) *exceeds 10 Kilowatt, the fine imposed on first conviction shall not be less than three times the financial gain on account of such theft of electricity and in the event of second or subsequent conviction, the sentence shall be imprisonment for a term not less than six months, but which may extend to five years and with fine not less than six times the financial gain on account of such theft of electricity:*

Provided further that in the event of second and subsequent conviction of a person where the load abstracted, consumed, or used or attempted abstraction or attempted consumption or attempted use exceeds 10 kilowatt, such person shall also be debarred from getting any supply of electricity for a period which shall not be less than three months but may extend to two years and shall also be debarred from getting supply of electricity for that period from any other source or generating station:

Provided also that if it is provided that any artificial means or means not authorized by the Board of licensee or supplier, as the case may be, exist for the abstraction, consumption or use of electricity by the consumer, it shall be presumed, until the contrary is proved, that any abstraction, consumption or use of electricity has been dishonestly caused by such consumer.

A few illustrative examples of the offence of Theft of Electricity are as under:

- (1) External use of magnet/high voltage/high frequency devices;
- (2) Loosening the glass of meter;
- (3) Causing hole in the meter/MCB;

- (4) Tampering/breaking the push fit type MCB/MSMCB/terminal plate seal;
- (5) Any other means of dishonest abstraction of energy found at site like additional circuit, change in gear ratio, change of coil etc;
- (6) Tapping of the incoming PVC/Wire within the premises of the consumer or tapping of PVC of another person in case of relocated meters;
- (7) Seals provided on meter/metering cubical/CT/PT Chamber found missing / broken / fake / tampered, provided consumption data supports the allegation;
- (8) Use of energy through meter not approved by the Nigam;
- (9) All 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;
- (10) Connection of a disconnected connection by any disconnected consumer; or
- (11) Un-authorized extension of connected load by a flat rate tube well consumer.

The above list is only illustrative and not exhaustive. Human ingenuity knows no bounds and there may be many more modes of theft of electricity in prevalence. Further, theft may not be limited to physical interference with the meter detected during physical inspection. It may also include theft committed by external methods by way of interfering with accurate registration of energy consumed.

If it is proved that any artificial means or means not authorized by the Nigam exist for abstraction, consumption or use of electricity by *him / her*, it shall be presumed until the contrary is proved, that any such abstraction, consumption or use of electricity has been dishonestly caused by such person.

Note: Notwithstanding anything contained hereinabove, if the consumption data reveals that the consumer has not made any wrongful gain on account of alleged act(s) of commission or omission on his part, no case of theft of energy is made out. Criminal proceedings will not sustain in such a case.

II. Instituting Criminal Proceedings for theft of electricity.

As per the Electricity Act 2003, theft of electricity is a cognizable offence. A 'cognizable' offence implies that the Officer In-charge of a Police Station

is empowered to register FIR without permission of the court, on receipt of information of the commission of such an offence, irrespective of the source. A five-judge bench of the Hon'ble Supreme Court in a landmark judgment in the case of Lalita Kumari Vs. Govt. of UP and Ors. (WP Crl. No. 68 of 2008) has ruled that the officer in-charge of a police station is duty bound to register FIR on receipt of information of a cognizable offence and investigate the case as per law. Failure to do so is considered serious misconduct on the part of the police officer.

There are two broad categories of sources of information of the offence of theft of electricity, based on which FIR can be registered, -

- a) Officers of the Nigam authorized to conduct inspection in terms of section 135 (2) of the Electricity Act, 2003
- b) Police officers authorized to investigate as per the Code of Criminal Procedure, 1973.
- c) Any other person (including officers/officials of the Nigam who are not authorized to conduct inspection as above)

The Authorized Inspecting Officer (AIO), vide sub-section (2) of section 135, has the powers to enter, inspect, search any premises and affect seizures for the purpose of detection of theft of electricity. The inspection report of AIO becomes the basis of registration of FIR.

Further, the Code of Criminal Procedure, 1973 empowers the Officer in charge of a Police Station to register and investigate any cognisable offence. In addition, the state government, in exercise of its powers under section 157 of the CrPC, has also notified police officers of the rank of Head Constable and above as investigating officers. Criminal Procedure Code empowers all investigating officers to enter, inspect, search and seize any article or document, record statements of witnesses for the purpose of detection and investigation of a cognisable offence. As theft of electricity is a cognisable offence as per section 151B, Electricity Act 2003, therefore an investigating officer of the Police Station and also the police officials posted in the Vigilance wing having jurisdiction has all the powers of an AIO and is duty bound to detect and investigate cases of theft of electricity.

In addition to the AIOs and the authorized police officers as above, if any other person (including officers/officials of the Nigam who are not authorized to conduct inspection in terms of section 135(2) of the Electricity Act) presents credible information regarding theft of electricity, the SHO has no option but to register FIR and proceed with investigation of the case as per law. For example, if **A** produces a

video clip of direct tapping of electricity by **B**, the SHO will register the FIR against **B** and proceed to the scene of crime for collection of evidence.

Needless to say that the efforts of the AIOs, the police officers and the officials of the Nigam other than AIOs must be seen as complementary to each other in the fight against the menace of theft of electricity. The intent of the legislature was never to entrust this duty to one set of officials to the discouragement of others. Rather, every officer/official of the Nigam, irrespective of the fact whether he/she is authorized under the Act or otherwise, has to play an equally important role in checking the prevalence of theft of electricity.

III. Procedure to be followed by AIOs in detection of theft of electricity:

- 1) The following officers have been authorized under section 135(2) of the Electricity Act, 2003 for the purpose of detection of theft of electricity vide Haryana Govt. Notification No. 1/12/2003-1 Power dated 9th 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 / Energy Audit (iii) Junior Engineer, Vigilance
Non-Domestic	-do-
Agriculture	-do-
L.T. Industrial Supply	-do-
Public Lighting and rest of the Categories on LT supply	-do-
H.T. Industrial Supply / Bulk Supply and all other categories on HT supply	(i) Sub-divisional officer (SDO) 'OP' (ii) Assistant Engineer (Vigilance) / M&P / Energy Audit

Note: The officers senior in hierarchy to the authorized officers indicated against each consumer category in the above table in column 2 are also authorized to conduct inspection independently or as a team, as the case may be, for the purpose of checking mentioned therein.

- 2) All inspections undertaken by the authorized officers shall be in accordance with sub-sections (2), (3) and (4) of section 135 of the Electricity Act, 2003 relating to entry, search and seizure at the time of inspection. The aforesaid provisions of law authorize the AIO to, -
 - (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 unauthorisedly for committing 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 for committing 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.*

Further, sub-section (4) of section 135 of the Electricity Act, 2003 lays down that the provisions of the Code of Criminal Procedure, 1973, 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 motu or on receipt of reliable information regarding commitment of the offence of theft/tampering/dishonest abstraction of energy, shall properly plan the operation before proceeding to conduct inspection of the alleged premises. He shall put together a team of officials with good skills, experience and proven track record. Size of the team should be determined according to the work involved viz. number of connections to be checked, nature of the area, time of the inspection, etc. Safety of our officers and staff is paramount. Therefore, if the area is theft prone and/or has a history of violence against Nigam teams, the AIO should requisition Vigilance/local police assistance. Care should be taken to minimize the duration of the stay in such areas. Checking should be done at a limited number of premises and exit made before people can assemble. Bare minimum documentation along with videography and photography may be done at the spot and the rest be done later in the office. This fact should be clearly mentioned in the inspection report. The time of the raid is important. The checking should have an element of surprise and it should be so timed that the chances of theft detection are maximum. On reaching near the destination, it is always advisable to send one or two members of the inspecting team in advance for conducting reconnaissance to know if the area has any large gathering/mob etc. waiting to attack the Nigam team. If yes, the team should withdraw and postpone the inspection. The inspection team including the AIO shall carry along with them their photo identity cards. Photo identity cards should be shown to the occupant of the place of inspection before entering the premises.
- 4) On reaching the premises, the AIO shall introduce himself and his team to the consumer or his representative, inform him/her about the purpose of their visit and

commence the proceedings. The AIO and his team shall maintain calm but firm demeanor throughout the inspection and their behavior shall be courteous as expected of a representative of a commercial organization.

- 5) If the AIO and his team is prevented from entering and inspecting the premises where they have reason to believe that the consumer is/has been indulging in theft of electricity, the officer authorized to disconnect the supply may disconnect the service forthwith. 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 cause the supply to be restored. The Nigam shall not be responsible for any loss or inconvenience caused to the consumer on account of such disconnection of service.
- 6) The inspection shall be photographed /video graphed to the extent possible. In case any unanticipated resistance comes at any stage, the AIO shall seek assistance from his senior officer(s) and/or the Vigilance wing and also call for additional police help. In such cases, all events shall be recorded through video camera as far as possible. Tactical withdrawal is always an option in such situations.
- 7) If the inspection reveals nothing to indicate commission of any act of theft of electricity, the AIO, the employees accompanying him and the licensee shall not be liable for any alleged loss or inconvenience caused to the person/consumer on account of such entry, inspection and search.
- 8) The inspection of the meter made by the person authorized for taking reading of the meter or the meter reader, as the case may be, including any other employee of the licensee for the purpose of recording of meter reading for consumption, shall not be deemed to be an inspection of the installation of the consumer for the purpose of Section 135 of the Act. The meter reader, however, shall be responsible for immediately reporting any suspected case of theft of electricity to the Nigam.
- 9) Upon detection of theft of electricity, the AIO shall seize all material evidence including devices, instruments, wires and/or any other article which has been or is being used for unauthorized abstraction of electricity. The seized evidence shall be packed, sealed and signed by the AIO and witness/accompanying officials. A seizure memo (Annexure-I) containing list of all seized items shall be prepared and signed by the witnesses, official or independent, present during the seizure.
- 10) The occupant of the place of search or any other person on his behalf shall be allowed to remain present during the search and copy of the seizure memo shall be delivered to such occupant or person who shall sign the receipt. If he refuses to sign,

the authorized officer shall record such refusal on the seizure memo and paste a copy at a conspicuous place outside the premises and take a photograph, or send it to the consumer by registered post/ Speed Post within two working days.

- 11) On completion of inspection, the AIO shall prepare a report in the prescribed LL-1 format (Annexure -II) containing details such as connected load, condition of meter seals, functioning of the meter, irregularities/modus operandi noticed (such as 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) along with the rough sketch. The LL-1 report shall mention whether sufficient evidence substantiating the theft of electricity was found or otherwise and details of such evidence shall be recorded. In case no offence is detected, this fact shall also be recorded. Further, in case the AIO and his team learns about any previous offence by the same offender or at the same premises, this fact should be clearly brought on record. Besides, the AIO after disconnecting the service line strictly as per clause III(17) below, shall record this fact in the LL-1 also.
- 12) No case for dishonest abstraction or theft of electricity shall be framed on account of broken seal(s) on the meter, missing meter cubicle, breakage of glass window, existence of hole in meter, loose glass, cut in the incoming PVC Cable or any other act, unless corroborated by consumption pattern of the consumer, valid tamper information or such other evidence which substantiates that theft of energy was actually being committed.
- 13) The LL-1 report shall be signed by the AIO and members of the inspecting team and a copy shall be handed over to the consumer or his representative at the site under proper receipt. In case of refusal by the consumer or his authorized representative to either accept the report or give a receipt, a copy may be pasted at a conspicuous place outside the premises and photographed, or sent to the consumer by registered post/ Speed Post within two working days of the checking.
- 14) No inspection, search and seizure of any domestic place or domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.
- 15) In case, in the opinion of the AIO, the area is prone to violence or there is imminent likelihood of law & order problem or chances of false allegations against the members of his team, he may decide not to enter the premises and instead collect

evidence sufficient to prove theft of electricity from outside without entering the premises.

- 16) In case sufficient evidence is found to establish that artificial means or means not authorized by the Nigam exist for the abstraction, consumption or use of electricity by the consumer or as the case may be, the person in possession of the premises, it shall be presumed, until the contrary is proved, that abstraction, consumption or use of electricity has been dishonestly caused by such person.
- 17) Upon detection of theft of electricity, the supply shall be immediately disconnected from a point further away from the connection point as per Section 135 sub-clause (1A) of the Act to ensure that the consumer does not reconnect the supply and further theft does not take place. Care shall be taken to remove the meter as well as the entire service line lest the consumer restores the supply on his own later. The entry in this regard shall be made in the LL-1 report served to the consumer. SDO/OP concerned shall take cognizance of such disconnections reported by the authorized inspecting officers and will keep record of the same.
- 18) The assessment of connected load shall be carried out in the following manner:
 - i) Domestic supply connection:

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	i) Up to two ACs, full load as per rating of the ACs to be taken. ii) 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 connected load.
5	Wall socket (5 Amp)	200 watts per socket point. One third of socket points to be taken rounded off to the next higher number.
6	Wall socket (15A)	1000 watt per socket (excluding power sockets meant for ACs & Geysers). One third of socket points to be taken rounded off to the next higher number.

7	Any other motive load like Central Air Conditioning Plant. Water pump motor etc.	As per actual rating
	Total Load	

Note:- While computing / adding up the total connected load at the time of checking, where ACs and Geysers both are found installed and connected at the time of checking, only one of these two loads shall be taken into consideration, whichever is higher.

ii) Connection other than Domestic Supply connection:

A) Light load				
Sr. No	Item	Load (Watts)		
1	Light Points	As per actual rating of light lamps installed		
2	Fan Points	60 watt per fan point		
3	Air Conditioners	As per actual rating installed		
4	Geysers	As per actual rating installed		
5	Wall socket (5 Amp)	200 watts per socket point. One third of socket points to be taken rounded off to the next higher number.		
6	Wall socket (15A)	1000 watt per socket (excluding power sockets meant for ACs & Geysers). One third of socket points to be taken rounded off to the next higher number.		
7	Any other motive load like Central Air Conditioning Plant, Water pump motor etc..	As per actual rating		
	Total Load (A)			
B) Motive load / Industrial Load				
Sr. No.	Details of Motors/ Equipment	BHP rating	Load in KW	Remarks, if any
1				
2				
4				
5				
	Total Load (B)			
C	Total connected load (A+B)			
D	Declared contract demand (Wherever applicable) in KW/KVA =			

Note: The rating of any motive load found in horsepower (HP) will be converted to kW by multiplying the HP rating by 0.746.

19) In the case of theft of electricity by a person who is not a consumer of the Nigam, the AIO and/or his team shall collect details of the consumption points and make assessment of the connected load as per the Table given above.

20) The following three possible scenarios emerge after the inspection by the AIO: -

(A) Cases of theft of electricity where clear evidence of theft or tampering of meter or any other act leading to pilferage of energy is available at site: -

- (a) After detection of theft, the Authorized Inspecting Officer (AIO) shall lodge the complaint of theft of electricity on the online portal of LL-1 Monitoring System (as per the Proforma at Annexure-III), for registration of FIR, along with uploading the copy of the LL-1 report, to the concerned SHO I&P Police Station immediately, but not later than 24 hours after detection of theft. Lest there be no doubt, it is clarified here the Electricity Act, 2003 clearly mandates that the complaint shall be lodged with the police within 24 hours for registration of FIR irrespective of the fact whether the offender deposits the full amount towards assessment and compounding or otherwise. Further, as per the Criminal Procedure Code, 1973, the SHO is duty bound to register FIR on receipt of every complaint of theft of electricity being a cognizable offence.
- (b) Simultaneously, the AIO shall also as soon as possible submit copy of the LL-1 checking report along with the memorandum of seizure to the concerned assessing officer for issuing the order of assessment (Annexure- IV) indicating the amount assessed (loss suffered) by the licensee for the theft of electricity.
- (c) Within 2 working days of the checking of premises, the authorized assessing officer of the Nigam as specified in clause 22 below, shall issue the order intimating assessment by the licensee to the consumer as per the provisions of clause 23 under proper receipt. Copy of the notice of assessment (Annexure-IV) along with notice for compounding (Annexure-VII) shall be sent to the consumer by speed/registered post.
- (d) Simultaneously i.e. within 48 hours from the time of detection of theft, the authorized assessing officer of the Nigam shall upload the copy of the notice

of assessment and compounding along with evidence of theft i.e. photographs, video etc. on the LL-1 Monitoring online portal.

- (e) **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 authorized inspecting officer and entry in this regard shall be made in the LL-1 report as per clause III(17) above. SDO/OP concerned shall take cognizance of such disconnections reported by the authorized inspection officers and will keep a record of the same.
- (f) **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% of the assessed amount. In case of default, the consumer is liable to pay the interest for the period of default, which shall be at the rate of 16% per annum compoundable every six months, as per provision contained in clause no. 7.5 of HERC Electricity Supply Code Regulation. The above reconnection shall be without prejudice to the obligation on the part of authorized inspecting officer to file the complaint for lodging of FIR to the Police Station. For all the cases of theft of electricity booked under section 135; it is mandatory to file the complaint with I&P police station for lodging of FIR having jurisdiction over the area.

Provided that the supply to a person who is not a consumer of the licensee shall not be restored and the deposition / payment of amount of assessment made by him shall not entitle such person to automatically become a consumer of the licensee on such payment.

It is clarified here that reconnection and institution of criminal proceedings are independent of each other. Sub-section 1(A) of section 135 of the Electricity Act, 2003 requires the licensee to restore the supply line of electricity within 48 hours of the full payment of the assessed amount, the latter can be compounded by paying the compounding fee. If the consumer pays only the assessed amount, he becomes eligible for reconnection but criminal proceedings against him will continue. On the other hand, if the consumer pays only the compounding amount, criminal proceedings against him will abate but the supply of electricity shall not be restored.

Note: - Instances have come to notice where the Court has directed restoration of power supply on part payment of the assessed amount.

Such orders are not as per the provisions of the Electricity Act, which provides for restoration only after full payment of assessed amount and therefore should be challenged by way of filing revision petition.

B. Cases of Suspected Theft (broken/missing seals of meter and/or metering cubicle/cut in incoming PVC Cable or any other instance where clear evidence of theft is not available at site)

On inspection of a premise, in case theft of electricity is not clearly established and only suspicion of theft exists, the AIO shall remove the old meter under a seizure memo and shall seal it in the presence of the consumer or his authorized representative. The AIO and the consumer shall sign on the seals / sealing borne on the meter and meter box. The licensee or supplier shall make arrangements for continuation of supply of electricity to the consumer by installing a new meter. The AIO shall issue a notice (Annexure-V) to the consumer regarding testing of meter/seals/ metering equipment in the Metering & Testing (M&T) Laboratory of the DHBVN in the presence of the consumer or his authorized representative, within 7 working days of the date of checking and that the SDO Operation concerned will notify him separately about the date and time of testing in the laboratory. If the consumer or his/her representative present on the spot refuses to accept the notice, the AIO will paste copy of the notice at some conspicuous place at the premise and photograph it for the purpose of record, or send it by post within two working days. Further action in the case will be taken on the test report issued by the Laboratory in-charge. If the consumer chooses not to be present during the testing on the scheduled date, the testing shall be carried out in the presence of any two officials of the Nigam and the consumer shall not dispute the outcome and report of the laboratory. After testing of the meter in the laboratory, the test report will be issued in writing on the prescribed MT-1 Performa.

In case, the consumer casts doubts over the testing and insists for retesting of the meter in any other laboratory approved by the Nigam/Commission, then the following procedure shall be followed: -

1. Consumer will represent to the concerned SDO 'Op' within 10 days from date of testing of meter in M&T Lab and deposit facilitation charges of Rs. 1000/- . He will also intimate name of the approved Lab from where meter is to be got retested.

2. SDO 'OP' will fix and intimate the date and time of retesting of meter to the consumer and depute one official to carry the meter to the Lab in duly sealed cardboard box. Meter will be retested in the presence of the consumer and the whole process of retesting shall be video-graphed. In case consumer fails to present himself at the given date, time and venue, he will forego his right for getting the meter retested and amount deposited for retesting will be forfeited.
3. In case the meter is found OK after retesting, the amount of Rs. 1000/- already deposited will be refunded to the consumer. Test of the second Lab will be considered final and binding on both the parties.
4. All M&T Lab in UHBVN and DHBVN are approved for the purpose.
5. The instructions already circulated vide Sales Circular No. D-26/2016 clause no. 7.8 are re-iterated that the testing of meter in the first instance will be carried out in the presence of the consumer, video-graphed and report be got signed by him.

After the suspected theft case is declared a theft case and the AIO or the SDO Op concerned shall lodge complaint with the I&P Police Station online on the LL-1 Monitoring system, based on which an FIR shall be registered and further action will be taken as in case (A) above. On receipt of the Lab report confirming theft of electricity, the SDO Op concerned shall also take immediate steps to disconnect electricity supply at the offender's premises as per clause III(17) above and remove the new meter installed there.

Further, in a case of suspected theft of electricity, if no physical evidence of any tampering of the meter internals is observed / found, the consumption pattern for last one year will form the basis of further decision. If the consumption pattern is reasonably uniform and the total consumption recorded during the last one year billing cycles is more than 50% of the assessed consumption as per clause-II(23) below, it will not be treated as a case of theft of electricity. Intimation in this regard shall be sent to the consumer within 7 working days and the supply shall continue to run through the new meter already installed at the time of removal of the suspected meter.

(C) Cases of Theft of electricity by a person who is not a consumer of the Nigam: -

- (a) There are large number of cases of theft of electricity where the offence is committed by persons who are not consumers of the Nigam. In all such cases, the AIO shall himself compute the assessed amount in accordance with the methodology given above and issue the notice of assessment. Copy of the notice of assessment and notice for compoundingshall be sent to the offender by post.
 - (b) The AIO shall also disconnect and seize the supply line forthwith and make entry in this regard in the Inspection report served to the consumer.
 - (c) The AIO shall upload the complaint of detection of theft on the online portal of LL-1 Monitoring System, along with copy of LL-1report, to the concerned SHO I&P Police Station immediately, but not later than 24 hours after detection of theft.
 - (d) The AIO shall also upload the copy of notice of assessment, compounding and evidence of theft i.e. photo, video etc. on the online portal within 48 hours from the time of detection of theft.
 - (e) **Reconnection:** Supply to the person who is not a consumer of the licensee shall not be restored and the payment of the assessed amount shall not entitle him to automatically become a consumer of the licensee on such payment.
- 21. Assessing Officer:** -The SDO/OP concerned or any other officer senior to him, shall be the authorized assessing officer for the purpose of computing assessed amount in cases against consumers of the Nigam. In all other cases, the AIO himself or any other officer senior to him, not below the rank of SDO, shall be authorized for making the assessment.

22. Assessment of theft of electricity.

- (a) Where it is prima facie established that theft of electricity has taken place, the consumption of electricity will be computed on the basis of the formula as detailed below.
Number of units consumed per month = kW x DF x H x D (in cases where tariff is levied on the basis of connected load);

OR

= MD x DF x H x D, in cases where tariff is levied on the basis of contract demand).

Where,

KW	=	Connected load actually found at the time of inspection/checking in kilowatts or the sanctioned load, whichever is higher.
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. (c) The actual connected load assessed during inspection / checking. Note: - Load / Demand in KVA be converted into KW by multiplying with the standard power factor (0.9)
DF	=	DF is the demand factor.
H	=	Number of working hours per day.
D	=	Number of days per month

In the above equation, the demand factor, number of working hours per day and number of days per month, for various categories of consumers, shall be taken as below:-

Sr. No	Category of consumers	Demand Factor (DF)	No. of working hours per day (H)		No. of days/ per month (D)
			Rural feeder	Urban feeder	
1	Domestic supply / Bulk Domestic Supply	25%	8	16	30
2	Non-Domestic supply				
	a) For General consumers	80%	8	12	25
	b) For Restaurants, hotels, petrol pumps and Cinemas.	80%	10	16	30
	c) For Nursing Homes and Hospitals with indoor nursing facilities, shopping malls, mobile towers.	80%	10	20	30
3	a) L.T. Industries having load up to 20 KW.	80%	8	10	25
	b) L.T. Industries having load above 20 KW.	80%	8	16	25
4	Public water works.	100%	6	12	30
5	Street/public lighting.	100%	8	10	30
6	Independent	100%	8	10	30

	hoarding/decorative lighting.				
7	a) Bulk supply (On LT).	50%	10	16	30
	b) Bulk Supply (On HT).	60%	10	20	30
8	HT Industrial Supply				
	a) Continuous Process Industry	80%	8	20	30
	b) General Industry	80%	8	12	25
9	Agriculture Supply	100%	8	8	20
10	Railway traction and DMRC	80%	-	20	30

- (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 in rural area.
- (b) The consumption of electricity so computed will be charged for a presumptive period of twelve months preceding the date of detection of theft at two times the normal tariff rate (including double rate of the fix charges, being a part of tariff). The period of 12 months may, however, be suitably reduced if the authorized officer, for reasons to be recorded in writing, is satisfied that theft of electricity has actually taken place for a lesser period.
- (c) The electricity charges already paid by a consumer for the electricity consumed during the presumptive period of assessment, if any, will be adjusted in the electricity charges assessed above.
- (d) Default in payment of assessed amount:-

In case of default in payment of the assessed amount, charge sheet under section 173 CrPC shall be filed against the accused person(s) in the designated Special Court. However, if the consumer comes forward subsequently to pay the assessed amount along with interest, which shall be at the rate of 16% per annum compoundable every six months, as per provision contained in clause no.7.5 of HERC Electricity Supply Code Regulation, he shall be allowed to deposit the amount and interest without prejudice to other actions taken under Section 135 of the Act.

- e) 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. In case amount is not recovered in due course within 2 years, the same shall be recovered under Haryana Electricity Undertaking (Dues recovery) Act, 1970.

IV. Procedure to be followed by Police officers authorized to investigate as per the Code of Criminal Procedure, 1973.

As per Section 151-A of Electricity Act, 2003, for the purpose of investigation of offences punishable under the said Act, a police officer shall have all the powers as provided in Chapter-XII of the Code of Criminal Procedure, 1973. Section 154 and 156 of the said Code empower the Officer in charge of a Police Station to register and investigate any cognisable offence. In addition, the state government, in exercise of its powers under section 157 of the CrPC, has also notified police officers of the rank of Head Constable and above as investigating officers. Any investigative officer, as per the Criminal Procedure Code, has the powers to enter, inspect, search and seize any article or document, record statements of witnesses for the purpose of detection and investigation of a cognisable offence. As theft of electricity is a cognizable offence as per section 151-B of the Electricity Act 2003, therefore an investigating officer of the Police Station and also the police officials of the rank of Head Constables and above posted in the Vigilance wing having jurisdiction have all the powers of an AIO and are duty bound to detect and investigate cases of theft of electricity. However, at the time of detection of theft of electricity or as soon as possible thereafter, the police officer concerned should associate technical staff of the Nigam for the purpose of assessment of the connected load, disconnection of service line, etc.

V. Procedure to be followed by officers/officials other than AIOs in detection of theft of electricity:

There are large number of officers and staff, in addition to the Authorized Inspecting Officers and Police officers, who work for the Nigam. Even

though all such officers/officials are not authorized to conduct inspection or make entry or search & seize in terms of section 135(2) of the Electricity Act, yet they also have the solemn dutycast upon them to curb the menace of theft of electricity.

Every such officer/official shall remain on the lookout for sources of information on theft of electricity and evidence with regard thereto. After having collected specific, reliable and actionable information along with audio-video recording of the offence and identifying particulars of the premises amongst others, he shall lodge a complaint on the LL-1 Monitoring System. The SHO of the I&P Police Station having jurisdiction shall register FIR on the basis of such complaint and proceed with investigation of the case as per law.

After registration of the FIR, the Investigating Officer (IO) of the case shall requisition the services of technical personnel of the Nigam and proceed to the scene of crime. In case the offence of theft of electricity is still continuing, he or the accompanying AIO if any, shall conduct the inspection as per law, prepare the LL-1 report and proceed further. In case the consumer or as the case may be, the person in charge of the premises has removed the apparatus, equipment, or wires used to abstract electricity in an unauthorized manner, the IO shall proceed with investigation on the basis of the facts and circumstances of the case at hand and the evidence provided by the complainant.

VI. Compounding of Offence: -

- a) Compoundingis allowed only once for any person or consumer and once availed, the option to compound is not available for subsequent offences as per Sub-Section (4) of Section 152 of the Electricity Act, 2003.
- b) In order to exercise the option of compounding under Section 135 of the Act, the accused person may give his consent to the officer authorized by the State Government under Section 152 of the Act for compounding of the offence in the prescribed format (Annexure – VIII). The authorized officer shall grant the request on payment of the amount of compounding along with 100% of the assessed amount.
- c) The charges for compounding of the offence shall be as notified by the State Government vide Notification no. 1/12/2003-1 Power dated11.12.2013 under Section 152 of the Act as under: -

Name of Service	Rate at which the sum of money for compounding to be collected per Kilowatt (KW) or part thereof for Low Tension (LT) supply, per Kilo Volt Ampere (KVA) of contracted demand for High Tension (HT) and per BHP for agriculture supply.
1. Industrial Service	10,000 per KVA of contract demand
2. Commercial Service	5,000 per KW
3. Agricultural Service	2000 per BHP
4. Other Services	2000 per KW

- d) The person can also deposit the amount of compounding even after an FIR/complaint has been lodged against him for the first offence. In such eventuality, the acceptance of the amount of compounding shall be intimated to the concerned police station and/or the court.
- e) On payment of the compounding amount, any person in custody in connection with that offence shall be set at liberty and no proceedings shall be instituted or continued against such consumer or person in any criminal court.
- f) The acceptance of the sum of money for compounding of offence shall be deemed to be an acquittal within the meaning of section 300 of the Code of Criminal Procedure, 1973 (2 of 1974).
- g) If there are more offences committed by the accused in addition to theft of electricity u/s 135, compounding shall absolve him only of the charge of theft of electricity. Criminal proceedings with respect to other offences shall continue. For example, if the FIR is initially registered under section 135, Electricity Act and subsequently during investigation, evidence of connivance of any Nigam employee comes on record and 120-B IPC and/or Prevention of Corruption Act offences are invoked, the compounding will have the effect of abating proceedings only u/s 135. Investigation under the remaining sections will continue as usual.
- h) If it appears to the Investigating Officer at any stage during the investigation that arrest of the accused is warranted for the purpose of investigation and to ascertain the modus operandi or unearth the criminal conspiracy and/or the role of public servants, etc., he may do so in accordance with the legal provisions in force. The law gives an option to the offender to compound the offence. However, the investigating officer is not barred from affecting the arrest until the offender exhausts the option to compound the offence.

VII. Incentive Scheme

With a view to encourage Nigam personnel to effectively carry out vigilance work in their jurisdiction, incentive shall be given as under:

- a) 10% of the amount realized on account of final settlement (excluding compounding amount) will be paid to the authorized officer/official concerned; and
- b) 10% of the amount realized on account of final settlement (excluding compounding amount) will be paid to the Nigam employees or private persons (including informer if any), or for infrastructure improvement as per the recommendation of the authorized officer/official concerned.
3. In case the theft is detected on the basis of information provided by an informer, the amount of incentive shall be shared as under: -
 - a) 10% of the amount realized on account of final settlement (excluding compounding amount) will be paid to the informer;
 - b) 5% of the amount realized on account of final settlement (excluding compounding amount) will be paid to the authorized officer/official concerned; and
 - c) 5% of the amount realized on account of final settlement (excluding compounding amount) will be paid to the Nigam employees or private persons (including informer if any), or for infrastructure improvement as per the recommendation of the authorized officer/official concerned.
4. Incentive shall be distributed by XEN (OP) concerned in cash or cheque as per the convenience/desire of the informer, on final settlement and after realization of the assessed amount.

VIII. Collection of information regarding Theft of Electricity

The Nigam shall set up a Control room for collection of information regarding theft of electricity. Information regarding theft of electricity shall be received on the Toll-free number 1800-180-1011, Helpline numbers 1912 or 1800-180-4334, WhatsApp number 9812556356, email ID powertheft-hry@nic.in, Twitter handle @PowerHaryana or via any other mode. Wide publicity shall be given to the above numbers, email ID and twitter handle. Calls received in the Customer Care Centre shall be noted and the details shall be forwarded to the Control room at Hisar for further necessary action. Similarly, if any information is received on Twitter, the PRO, UHBVN shall be responsible for forwarding the same to the Control room.

The informer at the time of giving information on the Toll-free Number shall be encouraged to give a secret code word and record the same in the system, in order to help him claim reward later. The operator shall assign a unique complaint number to every case, which shall be intimated to the informer. In case the information is received via email, WhatsApp or any other mode, the operator will assign the secret code word himself and intimate the same along with the complaint number to the informer. All calls made to and from the Control Room shall be recorded.

If the theft is successfully detected on the basis of the information provided by the informer, the incentive shall be disbursed to him, by cheque or in cash as per his convenience/desire, on providing the correct secret code word, unique complaint number and other details of the theft which he had intimated initially.

Annexure -I

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Seizure Memo

Sub-division:

Division:

Name of the suspect/consumer:

Address of the premises:

Date of seizure:

List of seized articles/documents:

1.
2.
3.

Witnessed by

1. (Sh. r/o address1)

Seized by
(Sh.)

2. (Sh. r/o address2)

DAKSHIN HARYANA BIJLI VITRAN NIGAM

LL-I CHECKING REPORT

Book No. _____ Sr. No. _____
Date of Checking _____ Division _____ Sub Division _____

Particulars	Brief description of Modus Operandi of Theft along with the Sketch
Name – Address – Account No. - Category - Meter Sr. No.- Make & Capacity – Meter Type - (1 ph./3 ph./LT-CT/HT-CT/PT) Meter Reading – Multiplying Factor - Meter Working – Sanctioned Load – Contract Demand - Position of Seals – TC/MCB - M&T/CT/PT	

Details of Connected Load:

PARTICULARS	LOAD

Service line disconnection affected or not:

If disconnection not affected, please specify reasons for the same:

Is it a case of repeat offence:

Name & Designation of the Inspecting Officer:

Signature of the Inspecting Officer:

Name, Designation and Signature of Team Members (if any):

Signature of the Consumer/offender acknowledging that he has received a copy of the LL-1 Report:

(Refusal to affix signature by the Consumer/offender may be recorded)

Annexure -III

(Lodging of complaint against the person for offence of theft of Electricity under Section-135 of Electricity Act 2003).

(Dakshin Haryana Bijli Vitran Nigam)

From _____ (Name)

(Designation)

Authorized Officer,

S/D, DHBVN, _____.

To
The Station House Officer,
I & P Police Station,
_____.

Memo no. _____
Dated _____

Subject **Lodging of FIR against** _____
s/o d/o _____ **r/o** _____
 (Distt. _____)
For Theft of Electricity u/s _____ **of Electricity Act 2003**
(Amendment 2007)

Dear Sir,

The officers of DHBVN Sh. _____, Sh. _____ including the undersigned as the Inspecting Officer to check the electricity connection installed at the premises of the subject cited person(s), checked the premises of the subject cited person(s) Sh. _____ s/o d/o of Sh. _____ at the subject cited address and found him / her stealing electricity, the details of which have been recorded by me in the checking report. LL-1 Proforma (copy of LL-1 no. _____ of Booklet no. _____) is attached for reference and record.

The above-named person(s) has been found stealing electricity dishonestly at his / her premises by way of Direct Tapping from LT Line / Tampering of Energy Meter /

Bypassing of Meter / any other means as explained in the LL-1, which is a cognizable offence under section 135 of Electricity Act 2003 and has caused huge financial loss to Dakshin Haryana Bijli Vitran Nigam.

The detail of loss caused to the Nigam and the compounding amount thereof is being calculated and will be intimated separately. A notice of the assessment and compounding amount is also being served upon the subject cited person(s).

Since the person(s) _____ has been found guilty of committing a cognizable offence under the Electricity Act 2003, it is requested that an FIR under section(s) _____ may be lodged against the offender _____ and investigate.

DA: LL-1 no. _____
Booklet no. _____

(Signature)

(Name)

(Designation)

S/D, _____ .

(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.

Or

The memorandum of inspection and seizure was sent to you via speed/registered post.
The above facts indicate that you have indulged in theft of electricity and caused loss to the Nigam. 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 hereby informed that: -

1. 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.
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 & Signature
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 -V

(Notice for suspected 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:-

It appears that you have been indulging in the offence of theft of electricity. You are therefore, hereby called upon to represent along with the details of your past paid bills for 12 months to explain as to why a case for theft of electricity should not be registered 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, _____.

(Final order of assessment in cases of suspected theft of electricity)

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 _____ have 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 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:-

- i. No case for theft of electricity is made out 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 hereby informed that: -

6. 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.
 7. 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.
 8. 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 & Signature
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, _____.

**(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 the order of assessment issued vide this office Memo No. _____ dated _____. In this connection, it is intimated that a complaint has been lodged in the Police Station/Special Court/Nigam is contemplating lodging of complaint for taking cognizance of the offence as per the provisions of Electricity Act, 2003. As per section 152 of the said Act, a consumer or a person who has committed or who is reasonably suspected of having committed an offence of theft of electricity under the said Act, he may compound the offence to absolve himself of the criminal liabilities. Further, as per sub-section (4) of section 152, compounding is allowed only once for any consumer or person. In case you are eligible and willing to compound the offence, you may contact _____ [Name and designation of the compounding officer] for the purpose. The details of the 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 -VIII

(Format of consent for compounding the offence of theft of electricity)

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 the offer bearing Memo No. _____ dated _____ and I hereby opt to compound the offence and further deposit the amount in the sum of Rs. _____ (in figures rupees _____) in cash/DD bearing no. _____ dated _____. I further declare that I am compounding the offence for the first time and doing so voluntarily and without any duress or coercion from Nigam authorities.

(Name of the Consumer)

Signature of the consumer

Place: - _____

Dated: - _____

()

Counter signed by the
Compounding officer of the
Nigam.

Annexure - IX

Dakshin Haryana Bijli Vitran Nigam

From

Sub-divisional Officer (Operation),
S/D,
DHBVN, _____.

To

The Station House Officer,
I & P Police Station,

Memo No. _____ Dated: _____

Subject: Follow up action on the FIR no. _____ dated _____ lodged _____
against Sh. _____ s/o _____ d/o _____ Sh.
r/o _____ (Distt. _____).

This is in continuation to the Authorized Officer Memo no. _____ dated _____ and the subject cited FIR lodged by your office, please find attached the notice of assessment, compounding amount and the evidence of the theft in the form of Photo / Video / Physical Evidence for further investigation against the subject cited offender(s) under section 135 read with section 151 of Electricity Act-2003.

Sub-divisional Officer (Operation)
S/D, DHBVN,
_____.

Instructions for dealing with the cases of Theft of Electricity under Electricity Act, 2003 and other relevant provisions of law (Sales Circular No. D-24/2017 Dated: 23/06/2017).

This is in continuation of Sales Circular No. D-21/2017 dated 15/6/2017 vide which instruction for dealing with the cases of Theft of Electricity was issued.

Now **ClauseVIII “Collection of information regarding Theft of Electricity”** of ibid Sales Circular is hereby amended to the following extent :-

Email ID may be read as theft.power-hry@gov.in in place of powertheft-hry@nic.in.

The Sales Circular No. D-21/2017 is amended to this extent only

Appellate Authority in case of unauthorized use of energy / theft of energy under Section-126 / 135(Sales Circular No. D-43/2017 Dated: 10/11/2017).

This is in continuation of Sales Circular No. D-34/2017 dated 12/9/2017 vide which State Government notification No. 16/6/2017-3P dated- 10th August 2017 on subject matter was circulated and a copy of ibid notification in English as well as in Hindi version enclosed also, however, in the Hindi version of notification, the appellate authority of Sirsa, Bhiwani, Narnaul, Rewari and Palwal Circles were wrongly printed as **अधीक्षक अभियंता** instead of **कार्यकारी अभियंता**

Now, the revised Hindi version of notification 16/6/2017-3P dated- 10th August 2017 has been published wherein circle wise Appellate Authority for Section- 126 / 135 as notified is enclosed herewith.

Hindi Version of the Notification issued vide Sales Circular No. D-34/2017 is superseded to this extent only.

Authorization of Energy Audit Team for inspection of consumer premises under the jurisdiction of DHBVN(Sales Circular No. D-9/2015 Dated: 21/04/2015).

Please refer to the list of authorized inspecting officers/officials contained in Sales Circular No. D-43/2007 and Sales Circular No. D-43/2005.

In this context, it has now been decided that the SDOs and JEs working under energy audit wing are also authorized to enter the consumer premises for inspection of the installation and for the booking of cases under Section-126 & Section-135 of

Electricity Act, 2003 at par with other officers/officials of Operation, Vigilance and M&P wing.

In view of the above, the consolidated list of Authorized Inspecting Officers/Officials shall be as under:-

Type of connection 1	Officers designated and authorized to enter the premises for the inspection of the installation 2
Domestic	(i) Assistant Foreman (AFM) (authorized by concerned Superintending Engineer operation) (ii) Junior Engineer (Field) (iii) Junior Engineer Vigilance/Metering and Protection /Energy Audit
Non-Domestic	(i) Assistant Foreman (AFM) (authorized by concerned Superintending Engineer operation) (ii) Junior Engineer(Field) (iii) Junior Engineer Vigilance/Metering and Protection /Energy Audit
Agriculture	(i) Assistant Foreman (AFM) (authorized by concerned Superintending Engineer operation) (ii) Junior Engineer(Field) (iii) Junior Engineer Vigilance/Metering and Protection/ Energy Audit
L.T. Industrial Supply	(i) Assistant Foreman (AFM) (authorized by concerned Superintending Engineer operation) (ii) Junior Engineer(Field) (iii) Junior Engineer Vigilance/Metering and Protection/Energy Audit
H.T. Industrial Supply	(i) Sub Divisional Officer (SDO) 'Operation' (ii) Assistant Engineer Vigilance /Metering and Protection/Energy Audit
Bulk Supply/Public Lighting and rest of the categories	(i) Sub Divisional Officer (SDO) 'Operation' (ii) Assistant Engineer Vigilance /Metering and Protection/Energy Audit

Note:-

Officers senior in rank and having jurisdiction in concerned area shall also have the powers mentioned in Column 2 above

Assessment of electricity charges in cases of theft of electricity as per Section 135 of the Act (Sales Instruction No. 5/2015 Dated: 27/04/2015).

It has been noticed by the Nigam Management that assessment of Electricity Charges in case of theft of electricity as per Section 135 of the Electricity Act-2003 is not

being done in accordance with the methodology stipulated at Para 2 of Annexure-II to the HERC Electricity Supply Code Regulation -2014, duly circulated vide Sales Circular No. D-17/2014 dated 18.04.2014.

In this regard, the relevant provision at Para-2 of Annexure to the aforesaid regulation is reiterated as under

- a) Where it is prima facie established that theft of electricity has taken place, the consumption of electricity will be computed on the basis of the formula as detailed in Para 4 of Annexure –II to HERC Electricity Supply Code Regulation -2014.
- b) The consumption of electricity so computed will be charged for a presumptive period of twelve months preceding the date of detection of theft at two times the normal tariff rate. The period of 12 months may however, be suitably reduced if the authorized officer, for reasons to be recorded in writing, is satisfied that theft of electricity has actually taken place for a lesser period.
- c) The electricity charges already paid by a consumer for the electricity consumed during the presumptive period of assessment, if any, will be adjusted in the electricity charges assessed above.

The assessment of theft of electricity cases done after issue of aforesaid regulation may be reviewed and further action may be taken accordingly.

The Sales Circular No. D-43/2007 is amended to this extent only.

Clarification for charging of penalty for the usage of supply in the category other than the one for which the connection was released (Sales Circular No. D-40/2014 Dated: 09/10/2014).

It has been observed that different authorized agencies of the Nigam viz Operation / Enforcement / M&P Wing are booking the consumers for unauthorized use of Electricity under Section – 126 of Electricity Act-2003 where change of category has resulted either due to tariff order of the Commission or any other order, Regulation or statutory provision and wrong classification of the consumer in a particular category or sanction of the load under a wrong category by the sanctioning authority whereas on the contrary the same should be dealt in accordance with Sales Circular No. D-17/2014 and HERC Regulation No. 29/2014 (HERC Electricity Supply Code). This leads to undue harassment to the consumer and unwarranted litigation thereof.

To avoid such situation, it is clarified that such instances, detected upon checking by authorized inspecting officers of the Nigam, shall be dealt in accordance with

Clause 4.11.1 or Clause 8.6 (4) or Clause 8.6 (7) of HERC Electricity Supply code Regulation 2014 (Regulation No. HERC/29/2014) depending upon its applicability, which is reiterated as under:-

4.11 Reclassification of Consumer Category

4.11.1 If it is found that a consumer has been wrongly classified in a particular category, the licensee may consider reclassifying the consumer under appropriate category. The consumer shall be informed of the proposed reclassification through a notice asking him to file objections, if any, within 30 days. The licensee after due consideration of the consumer's reply, if any, may alter the classification.

8.6 General

8.6 (4) In the case of change in tariff category either due to tariff order of the Commission or any other order, Regulation or statutory provision, it shall be incumbent upon the licensee to identify such cases and give them opportunity by servicing an advance notice to get their tariff category changed accordingly and till then no case of unauthorized use of electricity shall be booked in such cases.

8.6 (7) In the cases where the consumer has not concealed the category of usage of supply while applying for the connection but the load was sanctioned under a wrong category by the sanctioning authority; only the difference of the tariff from the date of connection shall be charged and no case of unauthorized use of supply or theft of electricity shall be made. The future billing, however, shall be made on the applicable category

Provision of filling appeal for the cases booked under section 135 of the Indian Electricity Act-2003(Sales Circular No. D-13/2014Dated: 12/02/2014).

At present there is no provision regarding filling of appeal in DHBVN under Section 135 of the IE Act-2003. Hon'ble Power Minister in the last assembly session had announced creation of Appellant Authority to check abuse of power / irregularities by field staff in theft cases. Accordingly on the proposal moved by UHBVN, Chief Minister, Govt. of Haryana on dated 18/11/2013 has approved the following:-

- 1) The consumer may be allowed to file an application for review of his assessment charges before 72 hrs., (opportunity to consumer to deposit the assessed amount and compounding charges) which shall be decided by SE/OP of respective Circles (Reviewing Officer) after passing order thereon as he thinks fit confirming, modifying or setting aside the assessment order. The reviewing authority will check abuse of

power / irregularities by lower level staff (SDO/JE) in theft cases to ensure that computation of load, application of guidelines etc. are correctly undertaken.

- 2) Provided that any person requesting review against the assessment order while filing the review application shall deposit 50% of the assessed penalty but his supply will not be restored till the final decision. The review application shall be decided within 15 days by the reviewing officer. If the Appellate officer takes more than 15 days to decide the appeal, for reasons attributable to him, not only will he be proceeded against, reconnection to consumer will be done until review is finally decided. After review is decided, if consumer fails to pay within 72 hrs. he will be again disconnected.

The other terms and conditions for theft of Electricity under Section-135 contained in Electricity Supply Code notified vide Regulation No. HERC/29/2014 on dated 8/1/2014 shall remain the same.

Proposal for amendment in existing instructions for dealing with the cases U/S 126 of IE Act-2003- Un-authorized use of Electricity (Sales Circular No. D- 69/2013Dated: 19/11/2013).

In the cases of un-authorized use of electricity under Electricity Act section 126, the consumer may file appeal under section 127 to the Appellate authority within 30 days of the issues of final order of assessment after depositing half of the amount of final assessment order and applicable fee for appeal prescribed by HERC. Earlier, the State Govt. vide Notification No. 01/16/2005-1 Power Dated 27th June, 2007 made Executive Engineer / Transmission appellate authority for the cases falling under the jurisdiction of that District.

Now, the Superintending Engineer/T.S, M&P & SLDC has been appointed as appellate authority in place of Executive Engineer as detailed below:-

Sr. No.	Jurisdiction	Earlier designation of the officer	Existing designation of the officer
1	(OP) Circle Ambala UHBVN	Executive Engineer, Metering and Protection- cum-Carrier Communication, Haryana Vidyut Prasaran Nigam, Dhulkote	Superintending Engineer, Transmission System, Haryana Vidyut Prasaran Nigam, Panchkula
2	(OP) Circle Yamunanagar UHBVN	Executive Engineer, Transmission System, Haryana Vidyut Prasaran Nigam, Yamunanagar	Superintending Engineer, Metering and Protection- cum-Carrier Communication, Haryana Vidyut Prasaran Nigam, Dhulkote
3	(OP) Circle Kurukshetra & Kaithal UHBVN	Executive Engineer, Transmission System, Haryana Vidyut Prasaran Nigam, Kurukshetra	Superintending Engineer, Transmission System, Haryana Vidyut Prasaran Nigam, Karnal
4	(OP) Circle Karnal UHBVN	Executive Engineer, Transmission System, Haryana Vidyut Prasaran Nigam, Karnal	Superintending Engineer, Transmission System, Haryana Vidyut Prasaran Nigam, Panipat
5	(OP) Circle Sonepat UHBVN	Executive Engineer, Metering and Protection- cum-Carrier Communication, Haryana Vidyut Prasaran Nigam, Panipat	Superintending Engineer, Planning Haryana Vidyut Prasaran Nigam,
6	(OP) Circle Panipat UHBVN	Executive Engineer, State Load Dispatch Centre, Construction and Maintenance Division, Haryana Vidyut Prasaran	

		Nigam, Panipat	Panchkula
7	(OP) Circle Rohtak & Jhajjar UHBVN	Executive Engineer, Metering and Protection- cum- Carrier Communication, Haryana Vidyut Prasaran Nigam, Rohtak	Superintending Engineer, Transmission System, Haryana Vidyut Prasaran Nigam, Rohtak
8	(OP) Circle Jind DHBVN	Executive Engineer, Transmission System, Haryana Vidyut Prasaran Nigam, Narwana	
9	(OP) Circle Hisar DHBVN	Executive Engineer, Metering and Protection- cum-Carrier Communication, Haryana Vidyut Prasaran Nigam, Hisar	Superintending Engineer,
10	(OP) Circle Sirsa DHBVN	Executive Engineer, Transmission System, Haryana Vidyut Prasaran Nigam, Sirsa	Transmission System, Haryana Vidyut Prasaran Nigam, Hisar
11	(OP) Circle Bhiwani DHBVN	Executive Engineer, Transmission System, Haryana Vidyut Prasaran Nigam, Bhiwani	Superintending Engineer, Metering and Protection- cum-Carrier Communication,
12	(OP) Circle Narnaul DHBVN	Executive Engineer, Metering and Protection- cum-Carrier Communication, Haryana Vidyut Prasaran Nigam, Rewari	Haryana Vidyut Prasaran Nigam, Hisar
13	(OP) Circle Gurgaon DHBVN	Executive Engineer, Transmission System, Haryana Vidyut Prasaran Nigam, Karnal	Superintending Engineer, Transmission System, Haryana Vidyut Prasaran Nigam, Gurgaon
14	(OP) Circle Faridabad DHBVN	Executive Engineer, Metering and Protection- cum-Carrier Communication, Haryana Vidyut Prasaran Nigam, Faridabad	Superintending Engineer, Transmission System, Haryana Vidyut Prasaran Nigam, Faridabad

'This sales circular does not infringe (directly or indirectly) any part of the tariff order issued by the Commission.'

Procedure for charging of penalty for the usage of supply in the category other than the one for which the connection was released (Sales Circular No. D-61/2013 Dated: 25/10/2013).

The usage of electricity for the purpose other than for which the usage of electricity was authorized has been defined as "unauthorized use of electricity" under section-126 (6) b (iv) of the Electricity Act, 2003.

It has been observed from the complaints/feedback received from the field that such cases are being dealt differently by the field offices/checking parties. The issue has been examined by the management and it has been decided that:-

1. During the checking of a premise, if the load is found running in a category for which the tariff is lower than the one under which the connection had been applied and released, then no penalty shall be charged on account of load having been found in a category other than the one for which the connection had been applied and released.

However, the categories having subsidized tariff (viz. AP) shall not be considered as category having a low tariff for this purpose.

In case the applicable tariff of one category is revised from a date and due to such revision the tariff as applicable to the category in which supply is being used becomes higher to the category in which the load was sanctioned / released; no penalty for unauthorized use of supply shall be charged but the difference of the tariff from the date of such revision to the date of checking shall only be charged and the consumer shall be asked to apply for the change of category. The category of the consumer shall be changed from the date of checking if admissible under the instructions of the Nigam and/or if there is no system constraints otherwise the consumer shall be asked to immediately disconnect the load found running under unauthorized category.

2. In the cases where the consumer has not concealed the usage of supply while applying for the connection but the load was sanctioned under a wrong category by the sanctioning authority; only the difference of the tariff from the date of connection shall be charged and no case of unauthorized use of supply or theft of electricity shall be made. The future billing, however, shall be made on the applicable category.
3. In case telescopic tariff is applicable to one of category of usage; total billable amount of preceding one year shall be calculated under the applicable category and if the billing already made is in excess to the amount so calculated; no case of unauthorized use or theft of energy shall be made and no penalty shall be imposed.
4. During the first checking of a premise, if the load is found running in a category for which the tariff is higher than the one under which the connection had been applied and released, the penalty will be charged under Section-126 of Electricity Act 2003. While calculating the penalty amount in such cases, only the load found running in the unauthorized category shall be considered (see example at Annexure A). A

notice will accordingly be served to the consumer giving detailed calculation of the penalty amount with a specific mention therein asking the consumer to remove such load found in the unauthorized category within 15 working days of the date of service of the notice and to submit an affidavit on NJSP of Rs. 10/- duly attested by Notary Public clearly stating therein that the load found under unauthorized category during checking has been removed.

However, after removal of unauthorized load consumer may apply and avail the fresh connection under the applicable category or submit an option to get changed his category changed to the category of higher tariff applicable. The category of the consumer shall be changed from the date of checking if admissible under the instructions of the Nigam and/or if there is no system constraints otherwise the consumer shall be asked to immediately disconnect the load found running under unauthorized category.

5. In case, the load found running under unauthorized category is not removed and/or compliance of the notice served by the Nigam is not made by the consumer within the stipulated period or where after making the compliance of notice; during the second and subsequent checking the load is again found running in an unauthorized category having a tariff higher than the one in which it is being currently booked, the penalty shall be charged under Section-135(e) of the Electricity Act 2003 considering it as a dishonest use of electricity in an unauthorized category.
6. If during checking, load is found in category(s) having 2-part tariff i.e. fixed charges and the tariff, the fixed charges being applicable on the sanctioned load / MDI, whichever is higher, the tariff part plus fixed charges shall be the criteria to determine whether the load found in unauthorized category(s) has a tariff higher or lower than the one under which the connection had been applied and released.

SC No.D-43/2005, D-43/2007 & SMI No. 8.1, 8.2 stands amended to the above extent and. D-9/2009, SI No. 9/2010, SI No 5/2010 & SC No. D-29/2011 are superseded.

Court Cases under Section 126 & 135 to 140 of the Electricity Act, 2003 (Sales Instruction No. 12/2013 Dated: 01/08/2013).

The issue regarding jurisdiction of Consumer Forum to entertain the cases under section 126 and 135 to 140 of the Electricity Act, 2003 was pending before the Hon'ble Supreme Court. On 01.07.2013, the Hon'ble Supreme Court has clinched the issue

and held that forum does not have jurisdiction in the above matters. Copy of the judgment is attached (**Annexure-A**).

The questions pending before the Hon'ble Supreme Court for adjudication were as under:-

- a) Whether complaints filed by the respondents before the Consumer Forum constitutes under the Consumer Protection Act, 1986 were maintainable and;
- b) Whether the Consumer Forum has jurisdiction to entertain a complaint filed by a consumer or any person against the assessment made under Section 126 of the Electricity Act, 2003 or action taken under Sections 135 to 140 of the Electricity Act, 2003.

It has been held by the Hon'ble Supreme Court as under:-

- i) In case of inconsistency between the Electricity Act, 2003 and the Consumer Protection Act, 1986, the provisions of Consumer Protection Act will prevail, but IPSO facto it will not vest the Consumer Forum with the power to redress any dispute with regard to the matters which do not come within the meaning of "service" as defined under Section 2(1) (o) or "complaint" as defined under Section 2 (1) © of the Consumer Protection Act, 1986.
- ii) A "complaint" against the assessment made by assessing officer under Section 126 or against the offences committed under Section 135 to 140 of the Electricity Act, 2003 is not maintainable before a Consumer Forum.
- iii) The Electricity Act, 2003 and the Consumer Protection Act, 1986 runs parallel for giving redressal to any person, who falls within the meaning of "consumer" under section 2 (1) (d) of the Consumer Protection Act, 1986 or the Central Government or the State Government or association of consumers but it is limited to the dispute relating to "unfair trade practice" or a "restrictive trade practice adopted by the service provider"; or "if the consumer suffers from deficiency in service"; or "hazardous service"; or "the service provider has charged a price in excess of the price fixed by or under any law".

In view of the above, it is clear that forums do not have jurisdiction to entertain cases pertaining to Section 126 i.e., final assessment for unauthorized use of electricity, Section 135 to 140 i.e., for theft of energy, of Electricity Act, 2003.

Copy of the judgment is sent to the field offices to facilitate dismissal of complaints filed on the above grounds before the Consumer Forum, State Commission and National Commission on the ground of lack of jurisdiction.

(5) Unauthorized extension of load wherever detected shall not be considered as a case of unauthorized use of electricity under sections 126 & 135 of the Electricity Act, 2003.

On the above mentioned provisions, all the previous issued Sales Circulars & Instructions by Nigam and Sales Circular Nos. SC No. D-21/2004 & SI No. 10/2007 are superseded

Effect of magnetic influence on electronic energy meters – Instructions for dealing the cases of theft of energy – clarifications(Sale Circular No. 28/2005 Dated: 25/11/2005).

As per the Sales Circular No. D-36/ 2004 dated 29.11.04 issued for dealing with the case of theft of electricity, the following charges are leviable in case of theft detected at a premises having LT supply.

Compounding for theft of electricity under Section-152 of EA-2003.

"In case of LT supply the amount on account of theft of electricity shall be made on the basis of sanctioned load in KW or load detected at the time of checking or maximum load recorded in the meter during the last six months, which ever is higher"

Several representations have been received against assessing of amount of compounding on the basis of incriminated maximum demand due to influence of external magnetic device. The issue was considered and decided as under:

The maximum demand for assessment on account of theft of electricity cases and its subsequent compounding shall not include incremental maximum demand, if any, recorded by the electronic MDI meter due to the influence of external, magnetic device, which is generally more than the capacity of transformer installed to feed the consumer. The charging in such like cases shall be made as per sanctioned load/ capacity of the transformers whichever is higher with the concurrence of concerned Superintending Engineer/OP.

The clause V (b) of sales circular No.D-36/2004 dated 29.11.04 is amended to the above extent.

Constitution of Special Courts at District Head Quarters in the State of Haryana under section-153 of Electricity Act-2003 (Sales Instruction No. 17/2011 Dated: 15/07/2011).

Please refer to the Haryana Government Notification dated 8th January, 2007 vide which the Courts of Additional District & Session Judge-II and Additional District & Session Judge-III at each District Head Quarters in the State of Haryana were designated as special courts.

The matter has been reviewed and the Govt. of Haryana has issued fresh notification dated 22.09.2010 (copy enclosed), 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

Instructions for dealing the cases of theft of Electricity under Electricity Act-2003, Electricity (Amendment) Act, 2003 and Electricity (Amendment) Act, 2007---Amendment thereof (Sales Instruction No. 7/2011Dated: 07/04/2011).

Please refer to Sales Circular No. D-6/2010 dated 23/8/2010 and Sales Instruction No. 13/2010 dated 16/9/2010 on the subject matter above vide which an opportunity was given to the aggrieved consumer to file an appeal with the Assessing Officer against assessed amount in the cases of theft of electricity

The matter has been reviewed and decided by the Management that the Sales Circular No. D-6/2010 dated 23/8/2010 and Sales Instruction No. 13/2010 dated 16/9/2010 may be withdrawn.

Accordingly ibid Sales Circular and Sales Instruction has been withdrawn w.e.f. 8/4/2011

Instructions for dealing the cases of theft of Electricity under Electricity Act-2003, Electricity (Amendment) Act, 2003 and Electricity (Amendment) Act, 2007 (Sales Instruction No. 24/2010 Dated: 18/11/2010).

Please refer to sub clause 13 of clause II of Sales Circular No. D-43/2007 which is reproduced as under:-

"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 9th December 2003.

Type of connection	Officers authorized to make assessment.
1	2
Domestic (<30 KW)	Concerned SDO 'Operations'
Domestic (>30 KW)	Concerned SDO 'Operations'
Non-Domestic	Concerned XEN 'Operations'
Agriculture	Concerned SDO 'Operations'
L.T. Industrial Supply	Concerned XEN 'Operations'
H.T. Industrial Supply / Bulk Supply /HT NDS	Concerned XEN 'Operations'
/Public Lighting and rest of the Categories	Concerned XEN 'Operations'

Note: -

The officer in higher rank shall also be authorized for making the assessment."

The Nigam Management has reviewed the above clause and decided as under:-

Type of connection	Officers authorized to make assessment.
1	2
Domestic	Concerned SDO 'Operations'
Non-Domestic	Concerned SDO 'Operations'
Agriculture	Concerned SDO 'Operations'
L.T. Industrial Supply	Concerned SDO 'Operations'
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.

The Sales Circular No. D-43/2007 is amended to the above extent.

Instructions for dealing the cases of theft of Electricity under electricity Act-2003, Electricity (Amendment) Act, 2003 and Electricity (Amendment) Act, 2007 – Amendment / clarification of Sales Circular No. D-43/2007 (Sales Circular No. D-10/2010Dated: 22/11/2010).

This is with reference to the instructions for dealing the cases of theft of electricity under Section -135 of Electricity Act, 2003, Electricity (Amendment) Act-2003 & Electricity (Amendment) Act-2007 issued vide this office Sales Circular No. D-43/2007.

Keeping in view the problems faced by the Agriculture consumers and field offices following amendments are hereby made / clarified with respect to the cases of unauthorized extension of load by AP flat rate consumers:-

- a) The unauthorized extension of load by un-metered AP consumers shall continue to be treated as theft of electricity, however, for the purpose of assessment and compounding of offence, the penalty shall be levied on unauthorized extended load only. As such it is clarified here that, for unauthorized extension of load by AP flat rate consumers, the assessment shall be done @ Rs. 2000/ BHP for unauthorized extended load only. In addition to assessed amount, the consumer is also required to deposit the amount of compounding @ Rs. 2000/ BHP for unauthorized extended load only.
- b) 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

The Sale CircularD-43/2007 is amended to the above extent.

Instruction for dealing with the cases of theft of Electricity - Amendment thereof(SALES CIRCULAR NO.D-38/2007Dated: 29/06/2007).

In view of amendment of EA-2003 vide the Gazette of notification - dated 12/6/2007 issued by Ministry of Law and justice GOI, the following clauses are also incorporated in the Sales Circular No. D-44/2005 dated 20/12/2005.

1. The connection of the consumer shall immediately be disconnected on the detection of theft.
2. The officer of the Nigam shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within twenty-four hours from the time of such disconnection.

On deposit of payment of the assessed amount of electricity charges in accordance with the provisions of the Nigam's instructions, shall without prejudice to the obligation to lodge the complaint restore the supply line of electricity within forty-eight hours of such deposit of payment.

3. In the event of second and subsequent conviction of a person where the load abstracted, consumed, or used or attempted abstraction or attempted consumption or attempted use exceeds 10 kilowatt, such person shall also be debarred from getting any supply of electricity for a period which shall not be less than three months but may extend to two years and shall also be debarred from getting supply of electricity for that period from any other source or generating station

Campaign for checking of theft of energy—Isolating and highlighting the energy thieves(Sales Instruction No. 25/2007Dated:28/05/2007).

This is in continuation to this office Sales Instructions No.24/2007 dated 8.5.2007.

The Nigam has further reviewed the instructions and decided as under:-

1. The supply of consumer found indulging in theft of energy shall be restored after payment of assessed amount and **Red Colour M.C.B. of unique design will be provided.** The red colour MCB will remain for one year.
2. On second default/theft the name, address and photo of the consumer shall be published in five leading news papers through C.C.O.,DHBVN, Hisar and one photo shall be displayed on Hoarding Board to be maintained at each Circle level for two years besides initiating action as per Sales Instructions No.24/2007 dated 8.5.2007.

3. This scheme shall come into force with 15th June, 2007.
4. All the existing consumers are given an opportunity to avail Voluntary Disclosure for theft/unauthorized use of electricity in the mean time on the following conditions as under:-
 - i) The scheme is applicable to only bonafide DS/NDS consumers of the Nigam who desire to declare their tampered meters.
 - ii) The consumer shall apply to the Nigam's local office with the following:-
 - a) Application form duly filled in
 - b) Photo copy of the recent electricity bill.
 - c) Regularization charges as prescribed herein below:
 - iii) It is mandatory for such consumers to clear their arrears, if any.
 - iv) Regularization charges:

Single phase per KW of load	Rs. 200/-
Three phase per KW of load	Rs. 300/-
 - v) The Nigam will replace the meter as early as possible. Till such time, as meter is replaced, the consumer will be charged for the following units or actual consumption which ever is higher.

Single phase per KW of load	40 Units per Month
Three phase per KW of load	60 Units per Month
 - vi) Neither Police complaint shall be lodged nor any penal charges shall be levied, except regularization charges as prescribed above.
 - vii) After the closure of the above scheme, if any person, not participating in the scheme, is found using electricity unauthorisedly, the action shall be taken as mentioned in the ibid instructions besides specified in Sales Instructions No.24/2007 dated 8.5.2007 of Nigam and also under the provisions of the I.E. Act-2003, as in force at the time.
 - viii) Scheme shall be valid upto 14th June, 2007.

These instructions shall be brought to the notice of all public representatives, Customer Care Advisors and also wide publicity of above instructions must be ensured by field officers & should be got noted for meticulous compliance.

Maintaining of category-wise sundry charges & allowances register for theft/ unauthorized use of electricity cases in each Sub Division under DHBVN(Sales Circular No. D- 63/2007Dated: 11/10/2007).

It has been noticed that only one number sundry charges and allowances register is being maintained in the Sub Divisions and the account of all category of consumers including theft & unauthorized use of electricity cases is overhauled in this register which creates lot of confusion for reconciling the accounts. To streamline the procedure for overhauling the accounts of different type of categories in the Sub Division, the Management has decided as under:-

1. A separate sundry charges and Allowances register for each category of consumer shall be maintained in the Sub Division with proper PAPER colour 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.

Filing of Appeal in the State/National Commissions where the decision is against the Nigam (Sales Circular No.D-24/2006 Dated: 20/06/2006).

Please refer to sale circular No.D-8/2006 dated 17.2.2006, wherein instructions for filing appeal in the next higher court were issued where the decision is against the Nigam.

The matter has been considered further and Nigam has decided that all such cases should be referred to the law department within limitation period.

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.

Sales circular No.D-8/2006 dated 17.2.2006 stands amended to the above extent.

Instructions for dealing an act of abetment for theft of electricity under Section-150 of the Electricity Act, 2003 (Sales Circular No.D-32/2006 Dated: 03/08/2006).

Instructions for dealing the cases of abetment for theft of electricity by employees of the Nigam were issued vide Sales Circular No D-13/2005 dated 10.6.2005 in supercession of Sales Circular NoD-13/2005, following guidelines are laid for framing the cases of abetment for theft of electricity by Nigam's officials and officers.

- (1) On the basis of reliable information from any source with convincing evidence or on the receipt of direction from the management, the concerned Executive Engineer (vigilance) or SE 'Operations' or any other officer authorized for this purpose shall investigate the matter at site and shall prepare a report detailing the Act of abetment alongwith evidence and any record seized during search and investigation, indicating the connivance of the official / officer in the theft of electricity.
- (2) The help of the local police may also be taken in investigating the case.
- (3) The report along with the evidence and recommendations be forwarded to the concerned appointing authority for consideration and approval for filing complaint in the police/court.
- (4) On approval, the concerned Superintending Engineer 'Operations' will lodge written complaint / FIR to the concerned police station/court under section-150 of the Electricity Act-2003 for registration of the case and investigation.
- (5) Simultaneously departmental proceedings shall also be initiated and finalized by the appointing authority without prejudice to the criminal proceedings.
- (6) Any relief to the accused official / officer shall be given as per the directions of appropriate court.

Instructions for dealing with the cases of unauthorized use of electricity and theft of electricity under section-126 and 135 of Indian Electricity Act-2003(Sales Instructions No. 59/2006Dated: 28/10/2006).

Detailed instructions have been issued vide Sales circular No.D-41/2006 dated 17.8.2006 for dealing with the cases of theft of electricity and unauthorized use of electricity under section 135 & section 126 of Electricity Act-2003 for consumers with connected load upto 20 K.W.

Now Nigam has decided that for consumers all the cases of theft of electricity as defined in D-44/2005 shall be dealt under section-126 of Indian Electricity Act-2003, for which instructions have been issued vide Sales Circular No.D-43/2005 and its amendments thereon irrespective of load.

The above instructions are applicable to the bonafide consumers of Nigam only.

Instructions for dealing an act of abetment for theft of electricity under Section-150 of the Electricity Act,2003 (SALES CIRCULAR NO.13/2005Dated: 10/08/2005).

Under section-150 of Electricity Act, 2003, the person shall be guilty of an act of theft of electricity, if the officer or the employee of the Nigam or the licensee abets in theft of electricity.

In order to curb the tendencies of abetment or connivance in theft of electricity among the Nigam's employees, it has been decided that if an officer or an employee of the Nigam is found guilty of abetment under Section-150 of Electricity Act, 2003 and his involvement in any manner is proved then without prejudice to criminal proceeding such a conduct on part of officer/official shall entail severest of the punishment as provided in HSEB Employees (P&A) Regulation-1990.

Instructions for dealing with the cases of theft of Electricity (SALES CIRCULAR NO.D-20/2005Dated: 07/10/2005).

Detailed instructions had been issued by Nigam vide Sales Circular No. D-36/2004 dated 29.11.2004 regarding dealing with the LT CT connected meter consumers in case seals of CT chamber are found broken.

These instructions have been reviewed by the Nigam's authorities and it has been decided to amend these instructions to the extend thereof as under:-

If upon checking it is discovered that only the seals are broken/missing in case of L.T./C.T. meter chamber then no theft case will be made out unless other evidences to corroborate the offence are also found. In such like cases, the SE (OP) concerned will pass the speaking orders to declare theft or no theft.

Also, in case a consumer comes forward on his own initiative to intimate that the seals of L.T. CT chamber connected meter at his premises are broken then no theft case will be made unless other evidences to corroborate the offence are also found. In such like cases, the SE (OP) concerned will pass the speaking orders to declare theft or no theft.

9.2 XYZ theft informer Scheme/Institution of award scheme

Furnishing information to detect theft of electricity – Institution of award/Loss Prevention Incentive Scheme (Sales Circular No. D-09/2022 Dated: 24/03/2022).

Please refer to Sales Circular No. D-5/2012 dated 08.05.2012 in which the XYZ theft informer scheme was revived. However, Sales Circular No. D-5/2012 dated 08.05.2012 was superseded vide Sales Circular No. D-39/2016 dated 02.12.2016. Also refer to Sales Circular No. D-21/2017 dated 16.06.2017 wherein the multiple set of instructions and circulars related to theft of electricity have been compiled.

Keeping in view the increase in theft cases and to give better clarity regarding XYZ theft informer Scheme, it has been decided to reiterate the salient features of the scheme which are as under:-

1. The informer under the scheme shall be required to inform the details of person(s) making theft alongwith mode of theft, locations/landmarks etc. through following modes between 9 AM to 9 PM except Sunday and gazetted holidays:-
 - i. Toll free No. 18001801011
 - ii. Whatsup No. 7027008325
 - iii. Email IDs : hookacrook4dhbvn@dhbvn.org.in or theftinformer@dhbvn.org.in
 - iv. DHBVN online Portal
2. The operator shall record the above details on the portal. After lodging of the complaint on the portal, the auto system generated message will be sent to the informer with details of Complaint ID etc.
3. All complaints other than directly received on portal will also be registered on the online portal by commercial wing. The concerned JE incharge shall ensure the same.

4. Applicability of Scheme:

The scheme shall be applicable for raids conducted irrespective of connected load/sanctioned load of all categories of consumers/ Non-consumers.

5. Disbursement of Reward:

- (i) If theft is detected, a minimum amount of Rs. 2000/- per case shall be given to the informer through payment module of online portal.
- (ii) If DHBVN is able to recover the assessed theft amount (excluding compounding charges) 10% of the amount realized shall be given to

informer in addition to above mentioned Rs. 2000/- per case through payment module of online portal. **However, no reward shall be given on the compounding amount.**

(iii)The informer shall also intimate the bank details i.e. Name of Bank, Bank Account No. & IFSC code on all modes given in point No. 1 for registration of complaint if the informer wants to avail the amount of reward.

- (iv) In case of amount of reward exceeds Rs. 50,000/- then copy of PAN card is also required to be submitted by informer alongwith bank details. If the consumer does not provide copy of PAN card, higher TDS shall be applicable as per tax rules.
- (v) The reward shall be distributed by AO/EAD, DHBVN, Hisar through RTGS/NEFT as per the details available on portal after verification/clearance from the concerned CE/OP.

6. All field officer who have been assigned the user rights of the portals shall ensure that the details of theft detected and amount charged and realized is uploaded on the portal as early as possible.

7. **Complaint shall be attended/raided by the field offices within one week of the receipt of complaint. The concerned SE/OP will ensure the same.**

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.

In future, this circular will only be applicable for XYZ Theft Informer Scheme.

Reward Scheme (Sales Circular No. D-39/2016 Dated: 02/12/2016).

Please refer to S.C. No. D-5/2012 vide which an Institution of Award/ Loss Prevention Incentive Scheme for providing information regarding theft of electricity was circulated.

A need is felt to acknowledge the good work of Nigam employees and private persons who make exceptional contribution and/ or aid and assist the Nigam in improving its functioning. There is also need to encourage members of the public to provide information leading to the detection of theft of electricity, pilferage of material or any other form of corrupt practice causing wrongful loss to the Nigam.

Therefore, in super session of S.C. No. D-5/2012 and D-19/2012, the following Nigam Officers are hereby empowered to sanction and disburse reward to persons who may be a public servant or private person or a group of persons, as under:

SE 'OP'	upto Rs. 10,000/- in each case
CE 'OP'	upto Rs. 25,000/- in each case
Director/Tech.	upto Rs. 50,000/- in each case
Managing Director	upto Rs. 1,00,000/- in each case
Whole Time Directors	upto Rs. 5,00,000/- in each
case Board of Directors	Full Powers

Competent authority shall use its discretion and sanction cash reward in the best interest of the Nigam keeping in view the improvement in general efficiency, increase in revenue, reduction in wrongful loss, nature of illegal activity detected and its future consequences, etc.

The above instructions may be brought to the notice of all concerned for strict and meticulous compliance.

9.3 Cash acceptance limit for the theft penalty and surcharge waiver cases

Cash acceptance limit for the theft penalty and surcharge waiver cases (Sales Circular No. D-04/2022 dated 28/01/2022).

In modification to the dispensation of the Commission order dated 01.06.2020 circulated vide Sales Circular No.D-14/2020 dated 09.07.2020 regarding

collection of energy bills through cash mode, the following has been approved by the HERC:-

1. Cash acceptance limit shall be enhanced from Rs. 5000/- to Rs. 2 Lakhs for theft penalty and surcharge waiver cases.
- II. Self-attested copy of PAN is mandatory for transaction/cash collection of Rs. 50,000/- and above.
- III. Efforts should, however, be made to discourage cash transactions in all cases to the extent possible.

SECTION-X
Energy Conservation

10.1 Efficient use of energy and its conservation in the State of Haryana.

Directions for efficient use of energy and its conservation in the State of Haryana (Sales Circular D-38/2005 dated 14/12/2005).

Refer to the Sales Circular No. 38/87 dated 1.10.87 wherein instructions were issued regarding conservation of energy through efficient Pump Sets and capacitors on tube lights/mercury vapour lamps.

FC&PS /Renewable Energy Department, Haryana vide letter No. 22/52/2005-5P(RE) have advised to issue directions for efficient use of energy and its conservation in the State of Haryana in view of Haryana Govt. Renewable Energy Department Notification No. 22/52/2005-5P dated 29th July , 2005 (Published in the Haryana Govt. Gazette Extra ordinary of July 28th 2005.

In view of Haryana Govt. Renewable Energy Department Notification, the following directions are issued for efficient use of energy and its conservation in the State of Haryana.

A. Mandatory use of compact Fluorescent Lamp (CFL) in Government Building / Govt. Aided Institutions/Boards/Corporations.

a) The use of incandescent lamps in all new buildings / institutions constructed in Government sector / Government Aided Sector/Board and Corporations/ Autonomous bodies is banned with immediate effect.

i. It will be mandatory that in existing buildings the defective incandescent lamps when replaced, would be replaced by only compact fluorescent lamps (CFL).

ii. While releasing/sanctioning new connections/loads, on issue of demand notice, instructions to promote the use of compact fluorescent lamps instead of conventional bulbs may also be incorporated.

B. Mandatory use of ISI marked Motor Pump sets, Power Capacitor , foot/reflex valves in Agriculture sector. i) For all new tubewell connections, the use of ISI marked pump sets power capacitor, foot/reflex valves in Agriculture Sector is mandatory. ii) While releasing new AP connections, on issue of demand notices instructions may be incorporated to implement the above point. The Sales circular No. 38/87 dated 1.10.87 is amended to above extent only.

10.2 Economic Analysis of Power Consumption Pattern

Economic Analysis of Power Consumption Pattern (SALES INSTRUCTION NO. 13/2004 Dated:16.12.2004).

In partial modification to this office Sales Instruction No. 9/2004 dated 7.9.2004, it has been decided that analysis of the readings of CT operated meters taken through MRI/CMRI by SDO (OP) & M&P Wing in respect of large supply consumers shall be carried out by the M&P wing. Only in cases of suspected theft of energy and loss of revenue cases, hard copy of readings & load survey shall be supplied to the vigilance wing at Panchkula for study of the erratic consumption and its cross-checking.

SECTION-XI

Miscellaneous

11.1 Use of Nigam's poles/laying of cable TV Network / Internet wires/ OFC cables by Cable and Telecom Operators on the poles erected adjacent to Nigam's poles.

Using Nigam's poles/laying of cable TV Network / Internet wires/ OFC cables by Cable and Telecom Operators on the poles erected adjacent to Nigam's poles (Sales Circular No. D-09/2020 Dated: 03/06/2020).

Please refer to Sales Circular No. D-30/2007 dated 28/5/2007 vide which instructions were issued that laying of cables for TV and internet network on Nigam's pole shall not be allowed.

2. It has now come to the notice of the management that some Cable and Telecom Operators are installing poles near Nigam's LT/HT poles for laying cable /internet wires/OFC cables without adhering to safety measures and laid down guidelines for installation of Cable/Internet wire/OFC cables. Following discrepancies have been reported which may cause accidents:-

- There is no adequate clearance between the Nigam's and Telecom Operator's poles.
- Length of the span between Telecom poles installed at various locations is beyond the permissible limit. This may cause breakage of the cables.
- Hanging cables are giving shabby look to the surroundings.
- Horizontal distance between Telecom poles and Nigam's poles is approx. 3 to 4 feet only.
- Vertical distance between Telecom poles and cables, conductor of Nigam is approx 5 to 6 feet.

3. The matter has been considered in view of various relevant provisions of Communication and Connectivity Infrastructure Policy, 2017 of the Govt. of Haryana and its time to time amendments and Regulations 58 to 61 of Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010.

4. Section 5.2 of CCIP-2017 stipulates as under:

5.2 In so far as possible, any scheme for laying of overhead cables on poles specifically erected for the purpose would be discouraged as the same

tends to interfere with the overhead electricity distribution system apart from disturbing the aesthetics of the ecosystem.

Therefore, the laying of overhead cables or poles should be discouraged if the same tends to interfere with the overhead HT/LT lines, electricity distribution system apart from disturbing the aesthetics of the ecosystem.

Wherever it is found that laying of overhead cable on pole by Telecom operator would compromise with safety requirements with the Nigam's HT/LT lines, it should not be allowed.

5. If any such occurrence of installation without prior approval of Nigam is observed, a notice attached herewith as Annexure-I be immediately served to the concerned Telecom/ Cable TV Operator with directions to remove unauthorized overhead OFC/TV Network/ Internet cable / Cable within 15 days of the receipt of notice failing which complaint shall be lodged with the concerned authorities as per Section 188 of IPC, 1860 as well as Section 133 of Criminal Procedure Code,1973.

11.2 Reporting of Electrical Accidents

Reporting for Electrical Accidents (Sales Circular No. D-38/2012 Dated: 08/11/2012).

Please refer to Sales Circular No. D-62/2007 vide which the format for reporting electrical accidents was issued for 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.

The ibid Sales Circular is amended to this extent only.

Reporting for Electrical Accidents (Sales Circular No.D-62/2007 Dated: 26/11/2007)

A large number of accident cases to human beings and live stocks occur in DHBVN because of electrocution which are attributed to various reasons. Although the investigations are being carried out by the field officers to analyze the cause of accidents, yet there is no uniformity in the field investigation report in DHBVN.

To bring uniformity in the investigation reports, the Nigam has designed the format for reporting electrical accidents, which is attached herewith as Annexure 1 & 2. The investigation of electrical accidents should be strictly reported, in future, as per the attached format.

11.3 Instructions regarding notice to be issued to the owners of the unauthorized constructions under/near 11 KV & 33 KV lines

Instructions regarding notice to be issued to the owners of the unauthorized constructions under/near 11 KV & 33 KV lines (Sales Circular No. D-3/2020 Dated: 09/03/2020).

Please refer to Sales Circular No. D-32/2017 dated 28/8/2017 vide which the revised minimum horizontal and vertical clearance essentially required to be maintained where extra high voltage/high voltage or medium/low tension line passes above or adjacent to any building or part of building to avoid any mishap/fatal accident, were notified in accordance to the provisions of the Central Electricity (Measures relating to Safety and Electric Supply) Regulations 2010 framed under Section 177 of the Electricity Act, 2003 (36 of 2003). Notice to be served for removal of unauthorized structure erected under/adjacent to Nigam's lines/wires was also circulated with the said circular.

2. Number of instances have come to the notice indicating that practice of creating/raising/extending unauthorisedly house/ building/ structure / projection/ balcony/ Chajja/ boundary wall etc. under/ near 11 KV & 33 KV lines in contravention of Regulation 60 & 61 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 still persists and notices are not being issued by the field offices for removal of the same leading to electrical accidents.

3. Therefore, it has been decided to immediately identify all such unauthorized construction / extensions / houses / buildings / structures/ projections / balconies/Chajjas/boundary walls etc., which are prone to electrical accidents and issue notice attached as **Annexure-I** immediately directing the violator to remove the unauthorized structure / building/projection / balcony / boundary wall etc. within 15 days of receipt of the notice, failing which criminal proceedings be initiated against him under **Section 188 of the Indian Penal Code, 1860 as well as Section 133 of Criminal Procedure Code, 1973.**

(Sales Circular No. D-32/2017 stands amended to the above extent only).

DAKSHIN HARYANA BIJLI VITRAN NIGAM

NOTICE No.....
Dated:.....

NOTICE (Notice for Removal of un-authorized structure erected under/adjacent to Nigam's lines/wires in violation of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 read with Section 177 of The Electricity Act, 2003).

WHEREAS on inspection of your premises, it has been noticed that you Sh/Smt/Km..... son/daughter/wife of..... have raised / extended your House / building / structure/projection/ balcony/ Chajja / Boundary wall etc located at underneath the electrical mains/ associated electrical installations in contravention of Regulation 60 St 61 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 framed under Section 177 of The Electricity Act, 2003;

AND WHEREAS the creation of any permanent/ temporary structure beneath the wires/ lines of DAKSHIN Haryana Bijli Vitran Nigam without permission is a violation of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010;

AND WHEREAS Regulation 63 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 requires you to give notice along with scale drawing showing proposed building, to this Nigam as well as the Chief Electrical Inspector, (address) before initiating any construction under or near the existing lines/wires which is going to violate the minimum vertical and horizontal clearance specified in Regulation 60 & 61;

AND WHEREAS upon receipt of such notice, the Nigam shall check the technical feasibility and Right of way (ROW) and if shifting of line found feasible, the Nigam shall intimate the cost of shifting of the wire/lines, and upon deposit of the costs by you, the line / wires shall be shifted by the Nigam;

AND WHEREAS you have not given the notice required under Regulation 63 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 to this Nigam regarding the afore-mentioned construction under/adjacent to the Nigam's wires in violation of the minimum vertical and horizontal clearances as required under Regulations 60 & 61 of the ibid Regulations;

AND WHEREAS the minimum clearance which are to be kept and maintained by the owners/occupants of building under the ibid Regulations are reproduced hereunder:

Sr. No.	lines/ installations	minimum vertical clearance where line is passing above a building/ structure / balcony etc.	minimum horizontal clearance where line is passing adjacent to a building/ structure/ balcony etc
1	low or medium voltage lines and service lines upto 650V	2.5 mtr. from the highest point	1.2 mtr. from the nearest point
2	high voltage line upto and including 11000 volt	3.7 mtr. from highest point	1.2 mtr. from the nearest point
3	high voltage line above 11000 volt and upto and including 33000 volt	3.7 mtr. from the highest point	1.2 mtr. from the nearest point
4	Extra high voltage line above 33000 volt	3.7 mtr. (Plus 0.30 mtr. for every additional 33000 volt or part thereof)	2 mtr. (plus 0.30 mtr. for every additional 33000 volt or part thereof)

AND WHEREAS by violating the provisions of the **Regulations** mentioned above, you have endangered human life and property and any accident/ loss/ claims incurred on this account shall be your sole responsibility;

THEREFORE you are hereby directed to remove the unauthorized structure / buildings, projections / balconies / boundary wall etc. mentioned above within 15 days of receipt of this notice, failing which criminal proceedings will be initiated against you under **Section 188 of the Indian Penal Code, 1860 as well as Section 133 of Criminal Procedure Code, 1973**; you will also be held responsible for any loss of life and property besides power failure and shall be prosecuted as per law.

**Sub Divisional Officer
Operation Sub Division
DHBVN.....**

To

Endst. No.....

Dated

Forwarded to the following for further necessary action, please:-

- 11) Deputy Commissioner.....for
information & necessary action.
- 12) Superintendent of Policefor
information & necessary action
- 13) Sub Divisional Magistrate/Sub Divisional Officer (Civil)for
information & necessary action.
- 14) Commissioner, Municipal Corporation..... for
information & necessary action
- 15) Executive Officer/ Municipal Council/ Committee for information
& necessary action
- 16) Estate Officer, HSVPfor
infomation & necessary action.
- 17) Chief Electrical Inspectorfor
information & necessary action
- 18) S.E (OP), DHBVN,for
information & necessary action
- 19) XEN (OP) Division, DHBVN,for
information & necessary action.
- 20) SHO, Police Stationfor
information & necessary action.

**Sub Divisional Officer
Operation Sub Division
DHBVN.....**

Removal of un-authorized structure erected under/ near Nigam's Lines/ Wires in violation of the Central Electricity Regulation – 2010 (Sales Circular No. D-32/2017 Dated : 28/8/2017).

Please refer to S.C. No. D-59/2013 dated 25/10/2013 vide which instructions in compliance to provision of the Rule 79 & 80 of the Indian Electricity Rules 1956 read with Section 53, 68 (5) & 161 of Indian Electricity Act- 2003 were issued which clearly stipulate the minimum horizontal and vertical clearance essentially required to be maintained from the Electricity mains / installation of any building / structure where a extra high voltage / high voltage or medium / low tension line passes above or adjacent to any building or part of building to avoid any mishap / fatal accident.

Now, in view of the Central Electricity Regulation-2010 made Under Section-177 of the Electricity Act, 2003 (36 of 2003), the revised minimum horizontal and vertical clearance essentially required to be maintained from the Electricity mains / installation of any building / structure where an extra high voltage / high voltage or medium / low tension line passes above or adjacent to any building or part of building, to avoid any mishap / fatal accident are as under:-

58 Clearance above ground of the lowest conductor of overhead line-

6. No conductor of an overhead line, including service lines, erected across a street shall at any part thereof be at a height of less than –

i.	For lines of voltage not exceeding 650 volts	5.8 meters
ii	For lines of voltage exceeding 650 volts but not exceeding 33KV	6.1 meters

7. No conductor of an overhead line, including service lines, erected along any street shall at any part thereof be at a height of less than –

i.	For lines of voltage not exceeding 650 volts	5.5 meters
ii	For lines of voltage exceeding 650 volts but not exceeding 33KV	5.8 meters

8. No conductor of an overhead line, including service lines, erected elsewhere than along or across any street shall be at a height of less than –

i.	For lines of voltage upto and including 11,000 volts, if bare	4.6 meters
ii.	For lines of voltage upto and including 11,000 volts, if insulated	4 meters
iii.	For lines of voltage upto and including 11,000 volts, but not exceeding 33 KV	5.2 meters

9. For lines of voltage exceeding 33 kV the clearance above ground shall not be less than 5.2 metres plus 0.3 metre for every 33,000 Volts or part thereof by which the voltage of the line exceeds 33,000 Volts.

Provided that the minimum clearance along or across any street-shall not be less than 6.1 metres.

10. For High Voltage direct Current (HVDC) lines, the clearance above ground shall not be less than:-

SI. No	DC Voltage (KV)	Ground Clearance (mtrs.)
1	100 KV	6.1
2	200 KV	7.3
3	300 KV	8.5
4	400 KV	9.4
5	500 KV	10.6
6	600 KV	11.8
7	800 KV	13.9

59. Clearance between conductors and trolley wires.- (1) No conductor of an overhead line crossing a tramway or trolley bus route using trolley wires shall have less than the following clearances above any trolley wire-

i. lines of voltage not exceeding 650 Volts – 1.2 meters

Provided that where an insulated conductor suspended from a bearer wire crosses over a trolley wire the minimum clearance for such insulated conductor shall be 0.6 meter.

i.	lines of voltage exceeding 650 Volts up to and including 11,000 Volts	1.8 meters
ii.	lines of voltage exceeding 11,000 Volts but not exceeding 33,000 Volts	2.5 meters
iii.	lines of voltage exceeding 33 kV	3.0 meters

6. Ground clearance shall be as specified in schedule -X

(2) In any case of a crossing specified in sub-regulation (1): whoever lays his line later in time, shall provide the clearance between his own line and the line. Which will be crossed in accordance with the provisions of the said sub-regulation:

Provided that if the later entrant is the owner of the lower line and is not able to provide adequate clearance, he shall bear the cost for modification of the upper line so as to comply with this sub-regulation.

60. Clearance from building of lines of voltage and service lines not exceeding 650 Volts.-

- 6) An overhead line shall not cross over an existing building as far as possible and no building shall be constructed under an existing overhead line
- 7) Where an overhead line of voltage not exceeding 650 V passes above or adjacent to or terminates on any building, the following minimum clearances from any accessible point, on the basis of maximum sag, shall be observed, namely:-
- i. For any flat roof, open balcony, verandah roof and lean-to-roof-
 - a. when the line passes above the building a vertical clearance of 2.5 metres from the highest point, and .
 - b. when the line passes adjacent to the building a horizontal clearance of 1.2 metres from the nearest point, and
 - ii. for pitched roof-
 - a. when the line passes above the building a vertical clearance of 2.5 metres immediately under the line, and.
 - b. when the line passes adjacent to the building a horizontal clearance of 1.2 metres.
- 8) Any conductor so situated as to have a clearance less than that specified above shall be adequately insulated and shall be attached, at suitable intervals to a bare earthed bearer wire having a breaking strength of not less than 350 kg.
- 9) The horizontal clearance shall be measured when the line is at a maximum deflection from the vertical due to wind pressure.
- 10) Vertical and horizontal clearances shall be as Specified in schedule-X,

Explanation»For the purpose of this regulation, the expression "building" shall be deemed to include any structure, whether permanent or temporary.

61. Clearances from buildings of lines of voltage exceeding 650 V.-

- 6) An overhead line shall not cross over an existing building as far as possible and no building shall be constructed under an existing overhead line.
- 7) Where an overhead lines of voltage exceeding 650 V passes above or adjacent to any building or part of a building it shall have on the basis of maximum sag a vertical clearance above the highest part of the building immediately under such line of not less than-

i.	for lines of voltages exceeding 650 Volts upto and including 33,000 Volts	3.7 meters
ii.	for lines of voltages exceeding 33 KV	3.7 metres plus 0.30 meters for every additional 33,000 Volts or part thereof.

8) The horizontal clearance between the nearest conductor and any part of such building shall, on the basis of maximum deflection due to wind pressure, be not less than-

i.	for lines of voltages exceeding 650 V upto and including 11,000 Volts.	1.2 meters
ii.	for lines of voltages exceeding 11,000 V and up to and including 33.00.V	2.0 meters
iii.	for lines of voltages exceeding 33 kV	2.0. metres plus ,0..3 metre for every additional 33 kV or part thereof.

9) For High Voltage Direct Current (HVDC) systems, vertical clearance and horizontal clearance, on the basis of maximum deflection due to wind pressure from buildings shall be maintained as below:

Sl. No	DC Voltage (KV)	Vertical Clearance (Meters)	Horizontal Clearance (Meters)
1	100 KV	4.6	2.9
2	200 KV	5.8	4.1
3	300 KV	7.0	5.3
4	400 KV	7.9	6.2
5	500 KV	9.1	7.4
6	600 KV	10.3	8.6
7	800 KV	12.4	10.7

10) Vertical and horizontal clearances shall be as specified in schedule-X.

Explanations- For the purpose of this regulation the expression "building" shall be deemed to include any structure, whether permanent or temporary.

The creation of any permanent/ temporary structure beneath the wires/lines of the Licensee / Nigam / Supplier without permission is a violation of clause 60 - 61 of Central Electricity Regulation-2010. No person can violate the requirements of clearances under the lines and/ or adjacent the lines as stipulated in ibid Regulation.

Although, the Municipal Committee/council is charged with the duty of sanctioning building plans and preventing unauthorized constructions within the municipal limits inspite of the unauthorized constructions under the electricity lines have become severe problem in urban areas. Although, the primary responsibility for such constructions under the electricity lines lies with MCs, still the Nigam cannot absolve itself from the responsibility for such constructions under the Electricity lines.

In view of large number of complaints/requests received from various quarters, it has been decided to issue notices as per attached format to all the persons who have constructed houses under/beneath the Nigam's lines warning them of possibilities of accidents while living beneath these lines and ask them to immediately take appropriate safety measures and get it shifted as deposit work in their own interest.

DAKSHIN HARYANA BIJLI VITRAN NIGAM

From

S.D.O
Operation Sub Division,
DHBVN,

To

Memo No. _____ Dated _____

Subject:- NOTICE- for Removal of un-authorized structure erected under/adjacent Nigam's lines/wires in violation of the Central Electricity Regulation – 2010.

On inspection of your premises, it has been noticed that you have raised / extended your building / structure / projection, balconies, Chajjas, Boundary wall etc. under the laid electrical mains/ associated electrical installations in contravention to the provisions of rule 60 & 61 of Central Electricity Regulation – 2010.

The creation of any permanent/ temporary structure beneath the wires/lines of the Licensee / Nigam / Supplier without permission is a violation of the Central Electricity Regulations – 2010. Further, Section 63 of the CER-2010 provides that before initiating any construction under or near the existing lines/wires which is going to violate the minimum Vertical and Horizontal clearance specified in rules 60 & 61, the concerned person has to give notice to the Nigam/supplier. Upon receipt of notice the Nigam shall intimate the cost of shifting of the wire/lines. Upon deposit of the costs by the concerned persons, the line / wires shall be shifted by the Nigam.

You have not bothered to give notice required under Section-63 of CER-2010 to the Nigam/ supplier regarding the Construction of permanent/ temporary structure under/

adjacent the Nigam's wires. The structure created by you violate the minimum vertical and horizontal clearances as required under Rule 60 & 61 of the ibid Regulation.

By violating the provisions of the rules mentioned above, you have endangered human life and property. Any accident/ loss/ claims incurred on this account shall be the your sole responsibility.

You are hereby directed to remove unauthorized structures / buildings, projections / balconies / boundary wall etc. structure within 15 days of receipt of this notice. Failing which action will be intimated for removal of illegal structures through Executive Magistrates. Further you will also be held responsible for any loss of life and property besides power failure and shall be prosecuted, as per law.

S.D.O
Operation Sub Division

DHBVN.....

Endst. No..... Dated

Forwarded to the following for further necessary action, please:-

5. SDM for Information.
6. Chief Electrical inspector
7. S.E Ops DHBVN
8. XEN (OP) Division, DHBVN

SDO
Operation Sub Division
DHBVN.....

Removal of un-authorized structure erected under / near Nigam's lines/wires in violation of the Indian Electricity Rules 1956 (Sales Circular No. D- 59/2013 Dated 25/10/2013).

The Nigam receives innumerable complaints/requests for shifting of electricity lines passing over residential locations. As per provision of the Rule 79 & 80 of the Indian Electricity Rules 1956 Section 53 & 68 (5) read with section 161 of Indian Electricity Act- 2003 clearly stipulate that the following minimum horizontal and vertical clearance essentially required to be maintained from the Electricity mains / installation of any building / structure where a extra high voltage / high voltage or medium / low tension line passes above or adjacent to any building or part of building to avoid any mishap / fatal accident.

The creation of any permanent/ temporary structure beneath the wires/lines of the Licensee / Nigam / Supplier without permission is a violation of the Indian Electricity Act. 2003 and Indian Electricity Rules 1956. No person can violate the requirements of clearances under the lines and on the sides of the lines as stipulated in Rules 79 & 80 of the IER 1956

Although, 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 can not absolve itself from the responsibility for such constructions coming up under the Electricity lines.

As such, the matter has been reviewed by the Nigam in view of large number of complaints/requests received from various quarters and it has been decided to issue notices as per attached format to all the persons who have constructed houses under/beneath the Nigam's lines warning them of possibilities of accidents while living beneath these lines and ask them to immediately take appropriate safety measures and get it shifted as deposit work in their own interest, if possible.

(All the sales circulars / instructions on the subject are superseded).

DAKSHIN HARYANA BIJLI VITRAN NIGAM

From

S.D.O
Operation Sub Division,
DHBVN,

To

Memo No. Ch-

Dated:

Subject: - NOTICE- for Removal of un-authorized structure erected under/near Nigam's lines/wires in violation of the Indian Electricity Rules 1956.

Whereas on inspection it is noticed that you have raised / extended your building / structure / projection, balconies, Chajjas, Boundry wall etc. under the laid electrical mains/ associated electrical installations in contravention to the provisions of rule 79 & 80 of Indian electricity rules 1956 section 53 and 68(5) read with Section 161 of Electricity Act 2003.

Whereas rules 79 and 80 (and amendments thereof) of Indian Electricity Rules clearly stipulate the following minimum Horizontal & Vertical Clearance essentially required to be maintained from the electricity mains / installation of any building / Structure where a Extra High Voltage/High voltage or medium/ low-tension line passes above or adjacent to any building or part of building to avoid any mishap / Fatal accident.

Indian Electricity Rules, 1956

Minimum Vertical and horizontal clearances required under rules 79 and 80.

S. No.	Lines/ Installations	Minimum Vertical	Horizontal			
			Clearance where line is	clearance	where	
			passing above a building /	is passing adjacent to		
			structure/ balcony etc.	a building / structure /		
				balcony etc.		
1	Low or Medium Voltage lines	2.5 mtr from the highest	1.2	mtr	from	the
	and service lines upto 650V.	point	nearest point.			

2	High Voltage Line upto and including 11000 Volt.	3.7 mtr from the highest point.	1.2	mtr	from	the nearest point.
3	High Voltage Line above 11000 volt and upto and including 33000 Volt.	3.7 mtr from the highest point.	2	mtr	from	the nearest point.
4	Extra high Voltage line above 33000 Volt.	3.7 mtr. (plus 0.30 mtr for every additional 33000 volt or part thereof)	2 mtr (plus 0.30 mtr for every additional 33000 volt or part thereof)			

The creation of any permanent/ temporary structure beneath the wires/lines of the Licensee / Nigam / Supplier without permission is a violation of the Indian Electricity Act. 2003 and Indian Electricity Rules 1956. No person can violate the requirements of clearances under the lines and on the sides of the lines as stipulated in Rules 79 & 80 of the IER 1956. Further Section 82 of the IER 1956 provides that before initiating any construction under or near the existing lines/wires which is going to violate the minimum Vertical and Horizontal clearance specified in rules 79 & 80, the concerned person has to give notice to the Nigam/supplier – upon receipt of notice the Nigam shall intimate the cost of shifting of the wire/lines - upon deposit of the costs by the concerned persons, the inline / wires shall be shifted by the Nigam. The rule (Section 82 part 6) also provides that in a situation where the person doesn't deposit the estimated cost of the alteration, then the Nigam shall be the aggrieved party for the purpose of the note.

It is noticed that you have never bothered to give notice to the Nigam/supplier regarding the installation of Construction of permanent/temporary structure under the Nigam's wires. The structure that you have created has violated the minimum vertical and horizontal clearances required u/s 79 & 80 of the IER 1956. Hence the Nigam is the aggrieved party for the purpose of Rule 82. The illegal construction is in contravention of the provision of the Indian Electricity Rules, 1956 under Rule No 79, 80 and 82 and section 68 (5) of Indian Electricity Act, 2003 and attracts penalty under Rule 140 & 140(A) of the Electricity Rules, 1956.

By violating the provisions of the rules mentioned above, you have endangered human life and property and any accident / loss that are incurred on this account – either due to interruption in supply, or damage to any property / human being shall be your sole responsibility. You are hereby notified to remove unauthorized structures / buildings, projections / balconies / boundary wall etc. Immediately, failing which action will be intimated for removal of illegal structures through Executive Magistrates as also you will

be held responsible for any loss of life and property besides power failure and shall be prosecuted, as per law.

You are directed to remove the un – authorized structure within 15 days of receipt of this notice, in case you fail to do so, this office shall initiate action against you as per the provisions of Electricity Act. 2003 & Indian Electricity Rules, 1956 to ensure the clearance required.

**S.D.O
Operation Sub Division,
DHBVN,**

Endst. No.....	Dated	
Forwarded to the following for further necessary action, please:-		
1.SDM	for Information.	
2.Chief Electrical inspector		
3.S.E Ops DHBVN		
4.XEN (OP) Division, DHBVN		

**S.D.O
Operation Sub Division,
DHBVN,**

Construction of residences/ other buildings beneath LT/HT lines (Sales Instruction No. 05/2006 Dated: 24.01.2006).

The Nigam receives innumerable complaints/requests for shifting of electricity lines passing over residential locations in Urban areas. 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 el3ectricity 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.

11.4 Construction Activities by Various Departments –information to the Power Utility.

Construction Activities by Various Departments –information to the Power Utility (Sales Instruction No. 12/2001 Dated: 22/08/2001).

In a recent accident in Pehowa, some persons were electrocuted as the bus in which they were traveling came in contact with a live overhead wire. The lack of adequate clearance was attributable to the fact that the ground level of the village road was being raised by the PWD (B&R) Department and it led to the inadequacy of clearance. The PWD (B&R) department did not inform the Nigam before carrying out their work.

It is extremely essential that to avoid any possible mishap, that may occur by virtue of raising of roads & construction carried out subsequent to laying of distribution/transmission lines, the concerned department such as Municipal Committee, PWD /B&R, Marketing Committee, HUDA, HSIDC etc. must inform the Nigam, about such lines, which may cause accident, before initiating the work. Similarly in case of unauthorized construction, the Municipal Committees, Panchayats or other Civic Bodies, must ensure that no unauthorised constructions take place under the existing power lines. In case such construction is authorised, then due precautions such as shifting of lines etc. be taken in advance.

Simultaneously the SDOs (OP) and other offices of the Nigam should also keep a watch on such activities. Meanwhile a survey be carried out in respective areas to identify such places as may cause a life hazard and corrective action be taken.

Immediate letters on the above lines be addressed to all concerned departments for intimating your office before undertaking any construction activity under the power lines.

11.5 Ban on use of phase changer in case of three phase supply consumers

Ban on use of phase changer in case of three phase supply consumers (Sales Instruction No. 15/2006Dated: 07/03/2006).

It has come to the notice of the Nigam that 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 over come 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.

11.6 M&P Monitor of Phase loads and total Load on transformer during MCCB check.

**M&P Monitor of Phase loads and total Load on transformer during MCCB check
(Sales Circular No. D-27/2007 Dated: 14/05/2007).**

This is continuation to this office Sales Instruction No. 18/2007 circulated vide memo No. Ch-18/GM/C/R-17/18/2007 dated 20/4/2007.

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.

1. Resistances of all the three earthings of the D.T. as per REC standard.
2. Load on all the three phases during peak time.
3. Total load on DT with recommendation in respect of augmentation, if overloaded.
4. Photo of hot spots.
5. Status of MCCB.
6. Remarks, if any

AGMs/M&P may be directed to check all the DTs in their areas within a maximum period of 6 months.

11.7 Record Room in each Circle for maintaining the consumer files.

Record Room in each Circle for maintaining the consumer files (Sales Circular No. D-50/2007Dated: 24/09/2007).

It has been experienced in the Nigam that old consumer files are not traceable whenever it is required; due to this reason Nigam has to loose court cases for non production of record. To have proper consumer record; it has been decided by the Management as under:-

- 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) 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.
- 3) 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.
- 4) G.M. (OP) shall ensure that adequate staff is posted in the Circle record room for proper upkeep and movements of records.
- 5) Photostat machine/scanner shall be made available in the Circle for photo copies/scanning of record.

11.8 Capital Works for improvement of supply to various category of consumers.

Capital Works for improvement of supply to various category of consumers (Sales Circular No. D-12/2007Dated: 15/02/2007)

It has been observed that the line losses (AT&C) are on very higher side due to theft of energy by unscrupulous consumers through Kundī connection, tempering with the Meters or otherwise and non payment of bills etc. The Nigam has viewed it seriously and issued various instructions to the field offices to reduce the (Line losses) theft of energy, improve the realization of revenue as well as to recover the defaulting amount from the consumers, so as to avoid the revenue loss to the Nigam and to improve the financial health of the Nigam so that Nigam may be in a position to carry out improvement works in the field but inspite of various instructions issued by the Nigam and efforts made by the field offices, it has been observed that in some of areas still the AT&C losses are very high which is mainly due to theft of energy by tempering of meters, non regularization of Kundī connections, Non payment of bills in time. It has been observed that the consumers in these areas have become habitual for doing so, the Nigam on one side already facing high revenue loss from such consumers of few areas and on the other side if improvement works are allowed to be done the additional funds will be required and there will not be any improvement in Reduction of Losses in such high losses areas, improvement in realization/collection this way and moreover this has adverse effect on the sincere consumers of other areas. It has been decided by the Nigam to save the losses caused by unscrupulous consumers of some area and to ensure quality supply to the areas where there are sincere consumers the Nigam shall not start/initiate the new improvement works to the areas where the

1. AT&C Losses are more than 90% in Urban area, 85% in rural area.
2. The status of realization /collection is less than 95% in Urban and 90% in rural area.
3. The Line Losses are more than 30%.

Till the above status is improved in such areas, the Nigam shall intimate such decisions to Gram Panchayats to educate the residents /consumers of their village to not to indulge in theft activities, payment of bills in time to get the kundi connection regularized so that the status on above factors is improved in the areas so that the Nigam shall be in a position to initiate improvement works to their area to ensure quality supply as per their expectation. Panchayats desiring to enter into MOU with Nigam that improvement will be given within two months, to show improvement in consumer behavior's, the situation will be reviewed and put up to WTD for decision.

11.9 Reporting of feeder breakdown to call centre (18001801615)

Reporting of feeder breakdown to call centre (18001801615) (Sales Instruction No. 2/2014 Dated:03/03/2014).

It has come to the notice of the management that whenever a consumer registers his complaint at the call centre of UH/DH regarding failure of his supply, the call centre could not intimate the consumer regarding the position of the supply failure of the entire effected feeder or his personal complaint.

To overcome this problem and to have better consumer satisfaction, it has been decided as under:-

1. At the time of breakdown of 33/11 KV feeder at the sub- station from where the 33 KV / 11 KV feeder are emanating, the staff on duty will immediately intimate regarding the breakdown happened and power cuts imposed on the feeders to the ABT control room being functional at each circle level.
2. The ABT cell will convey regarding the breakdown to the concerned JE/AFM in charge and will ascertain the likely time which will be taken in attending the breakdown.
3. On receipt of both the information's, the ABT cell will immediately convey regarding the breakdown/power cut on 33/11 KV effected feeder to call centre of UHBVN/DHBVN along with its likely time of restoring power supply.
4. If any complaint is received at the call centre regarding electricity supply failure from the area which is under breakdown, the call centre staff will intimate to the complainant regarding breakdown and likely time for restoration of supply.
5. SE (OP) concerned will monitor from time to time whether this information / data is being supplied by the Sub – Stations (DHBVN/HVPN) to the ABT cell and thereafter to the call centre or not ?

11.10 Maintaining of one CA-21& CA-22 register in a Sub-Division.

Maintaining of one CA-21& CA-22 register in a Sub-Division (Sales Instruction No. 8/2015 Dated: 10/06/2015).

It has been brought to the notice of the Management that more than one No. CA-21 & CA-22 registers are being maintained in most of the operation Sub-Divisions. Multiplicity of record of receipt / issue of meter in a sub division may lead to improper accounting as well as manipulations. In order to maintain proper account and complete tracking of the movement of each and every meter, meter management system is an essentiality. Accordingly, it has now been decided as under:-

1. Only one No. JE shall be authorized by SDO/Op concerned to maintain CA-21 & CA-22 register in each S/Divn
2. The CA-21 & CA-22 register shall be assigned a unique serial number. SDC shall record a certificate regarding No. of pages contained in the register before its issue by SDO/OP concerned to the authorized JE, under his dated signature.
3. The meters shall be drawn from Departmental Stores/M&T Lab by the JE through SR. The SR. No. & date should be entered in the CA 21 alongwith No. of meters drawn from the stores.
4. The meter issued from M&T lab / store of Nigam may be issued to other JEs/AFMs under the sub division for effecting MCOs/SCOs/SJOs etc by the JE maintaining CA-21 & 22. The proper accounting to these meter shall be made by the JE after obtaining their proper acknowledgement.
5. It shall be the responsibility of JE/AFM to whom these meters are issued to ensure that the same are installed properly at the correct place.
6. Similarly, it shall be ensured by all the JE/AFM posted under a Sub-Division that all the defective meters removed from site have been got duly entered in the CA-22 register maintained by the authorized JE with cross entry in CA-21 & CA-22 with Sr. No. of CA-21 & Sr. No. of CA-22.
7. It shall be responsibility of JE/AFM who has removed the meter from site against MCO/PDCO/SJO to properly record the status of removed meter in CA-22 register maintained by the authorized JE..
8. The removed meter on account of PDCO/MCO/SJO etc. shall be returned to M&T lab by the JE (who has effected MCO/PDCO/SJO) within 15 days of its removal for getting the genuineness of seals and working / accuracy etc. verified from M&T Lab so that prompt action could be taken regarding assessment of penalty etc. if any,

and the case does not become time barred. The challan No. vide which the meter is returned to the Lab should be entered in the CA-22 against the respective meter.

9. It shall be responsibility of Authorized JE that complete entries are made in the CA-21 register at the time of receipt / issue of each & every meter. Any meter found lying in the S/Dvn without having been entered in CA-21/CA-22 register during inspection by senior officer, shall warrant strict disciplinary action against the authorized JE.
10. The monthly status of stock/issue position as per CA-21/CA-22 registers in hard copy as well as in soft copy of record shall be submitted by concerned JE to Sub-Divisional Officer who in turn after his checking will forward the same to Divisional office. The checks will also be carried out by Divisional Accountant.

All related instructions in this regard are amended to this extent only.

11.11 Haryana Power Department Notification No.6/2016-2 Power Power--Inspection of apparatus of generating units above 100 KVA.

Haryana Power Department Notification No.6/2016-2 Power (Sales Circular No. D-15/2016Dated: 03/06/2016).

The Haryana Government Power Department Notification No.6/2016-2 Power states as under :-

"In exercise of power conferred by sub-section (I) of section 162 of the Electricity Act, 2003 (Central Act No. 36 of 2003) and regulation 32 of the Central Electricity Authority (Measures relating to safety and Electricity Supply) Regulation, 2010 the Governor of Haryana hereby notifies that all the apparatus of capacity above 100 KVA of the generating units including generating units producing electricity from renewable sources of energy shall be inspected by the Electrical Inspector before commissioning."

HARYANA GOVERNMENT

POWER DEPARTMENT

NOTIFICATION

The 10th May, 2016

No. 6/2016-2 Power - In exercise of powers conferred by sub-section (I) of section 162 of the Electricity Act, 2003 (Central Act No. 36 of 2003) and regulation 32 of the Central Electricity Authority (Measures relating to safety and Electricity Supply) Regulations, 2010, the Governor of Haryana hereby notifies that all the apparatus of capacity above 100 KVA of the generating units including generating units producing electricity from renewable sources of energy shall be inspected by the Electrical Inspector before Commissioning.

**RAJAN GUPTA
Additional Chief Secretary to Government of
Haryana,
Power Department**

11.12 Reporting of cause of damage of distribution transformer with rating 200 KVA and above.

Reporting of cause of damage of distribution transformer with rating 200 KVA and above (Sales Instruction No. 5/2016 Dated: 13/06/2016).

It has been observed that proper monitoring even in the case of damage of distribution transformers of higher ratings is not being carried out resulting into increase in damage rate of distribution transformers.

The matter has been reviewed and it has been decided that:-

- As and when any distribution transformer of 200 KVA is damaged, it would be the duty of concerned SDO/OP to inform about damage of transformer to Chief Engineer/ OP within 6 hours of its occurrence and detailed investigation report shall be submitted to the Chief Engineer/OP on telephone as well email alongwith the cause of damage of distribution transformer within 48 hours positively.
- When any transformer of capacity above 200 kVA gets damaged, it would be the duty of concerned XEN/OP to inform about the damage of distribution transformer to Director (Operation), DHBVN, Hisar within 6 hours of its occurrence on telephone and e-mail. The detailed investigation report in such case shall be submitted to Director(Operation), DHBVN, Hisar alongwith the cause of damage of distribution transformer within 4 days.
- It is further clarified that the damaged transformer shall continue to be replaced as per prevailing instructions of the Nigam.

11.13 Notification for requirement of Aadhaar under Section 7 of the Central Aadhaar Act 2016 and Section 3 of State Aadhaar (Targeted delivery of financial and other subsidies, benefits and services) Act 2017 (“State Aadhaar Act”) for Services/ benefits provided by Power Department.

Notification for requirement of Aadhaar under Section 7 of the Central Aadhaar Act 2016 and Section 3 of State Aadhaar (Targeted delivery of financial and other subsidies, benefits and services) Act 2017 (“State Aadhaar Act”) for Services/ benefits provided by Power Department (Sales Circular No. D-33/2017Dated: 31/08/2017).

State of Haryana has enacted an Act to seek Aadhaar from Citizens for delivery of services, benefits and subsidies namely Haryana Aadhaar (Targeted delivery of financial and other subsidies, benefits and services) Act 2017 passed and published by the State Govt. on 23rd March and 29th March, 2017. As per the said Act, the establishment of identity of an individual by seeking Aadhaar has been made a condition for obtaining any subsidy, benefit or service for large number of State Govt. Schemes which are funded out of the consolidated fund of the State.

1. Accordingly, in compliance of Haryana Aadhaar (Targeted delivery of financial and other subsidies, benefits and services) Act 2017, it has been decided that Citizens should be required to produce Aadhar for every service, benefit or delivery of subsidy by the Power Department.

11.14 Procedure for permit to work (PTW) to accelerate the process of issue & cancellation of PTW.

Procedure for permit to work (PTW) to accelerate the process of issue & cancellation of PTW (Sales Instruction No. 5/2018 Dated: 18/06/2018).

The process of issue and cancellation of permit to work (PTW) to the concerned JE/AFM/authorized person is only allowed on visiting the sub-station in person due to which, extra time is being taken to attend the breakdowns. Moreover, considerable time is being consumed in visiting the sub-station for purpose of issuance & cancellation of PTW.

2. Matter has been reviewed and it has been decided by Nigam Management to allow the issue and cancellation of PTW to the concerned JE/AFM/authorized person through Wattsapp message **only for 11 KV level** subject to the following terms & conditions: -
 - i. The procedure for issue and cancellation of PTW in-vogue shall remain in practice (Annexure-II).
 - ii. In addition to above, PTW for 11 KV level only may be allowed to the concerned JE/AFM/authorized person on Wattsapp message. The message should be sent by the concerned JE/AFM/authorized person for issue of PTW along with picture of filled PTW form (Annexure-III). The official shall ask for PTW in writing mentioning the name of feeder duly filled and signed on the format of this PTW book and the same shall be sent to the Sub- Station attendant through Wattsapp. The sub-station attendant shall also fill up the PTW book and allow (duly signed) and shall rack out 11 KV VCB along with Caution Notice. The S/Stn. incharge shall also post the picture of racked out VCB along with picture of Caution Notice and allow PTW. The same procedure is to be followed for cancellation of PTW i.e. signed cancellation request by authorized JE/AFM/authorized person through Wattsapp.
 - iii. The JE/AFM/Authorized person shall also indicate the name of feeder/line crossing the feeder as a foot note on the PTW for which PTW has been applied. In addition, the in-charge shall indicate whether the feeder crossings are safe crossings or un-safe crossings. If un-safe, then he would take PTW of that feeder too. However, he will take measures in near future to make safe distance so as to make both crossings as safe crossings.
 - iv. The JE/AFM/Authorized person shall have to submit (latest by next day) the hard copy of PTW request to substation incharge for maintaining the proper

record otherwise he shall not be allowed to take PTW through Wattsapp requisition.

- v. Each page of the serial numbered PTW book shall be signed and issued by SDO 'OP' concerned under proper acknowledgement.
- vi. Before sending the requisition of PTW via Wattsapp, JE/AFM/authorized person shall contact the sub station attendant through his official mobile number and establish a dialogue in this regard.

Other important measures suggested to avoid accidents: -

- a) On the occasion of planned shutdown, the. JE-in-charge shall also ensure switching off supply from 1st H-Pole and shall also ensure for proper maintenance & earthing of 1st H-Pole.
- b) To further ensure the safety of man and machinery at least two video cameras with DVR having one-month memory should be installed in each substation.
- c) To work on DT, the particular DT is to be isolated from both sides (HT & LT) i.e by opening GO Switch of DT & removing the RD fuses and to remove all the four LT fuses. To work on LT line, remove all the four LT fuses at DT and to do temporary earthing on both sides of LT line, where the official is to work.
- d) JE-in-charge shall ensure whether the fault rectifying team is having voltage detector device & other safety equipments. Execution be done after observing all safety precautions.
- e) Name of the feeder be indicated on Poles with plate or by painting on the Pole. It is necessary where two or more lines are running in parallel.
- f) Double supply plate should be fixed on HT/LT poles where required.
- g) Planned shut downs for maintenance, erection of poles / sagging of ACSR, installation/replacement of DTs etc. should be with the prior approval of XEN/OP concerned.

**DAKSHIN HARYANA BIJLI VITRAN NIGAM
PTW Book**

Sr. No.....

Book No.....

Name of Feeder.....

Purpose of work.....

Name of official seeking PTW.....

Date Time.....

Signature of the official.....

Note : Details of crossing (Safe/unsafe feeder crossing).....

.....

Cancellation of PTW

Certified that all men, Material and temporary earth have been removed from site and line is clear for energisation. Please cancel above PTW.

Date Time.....

Signature of JE/AFM/Authorized person.....

11.15 Haryana Electricity Regulatory Commission (Terms & conditions of licence for deemed licensee) Regulations, 2020.

Haryana Electricity Regulatory Commission (Terms & conditions of licence for deemed licensee) Regulations, 2020 (Sales Circular No. D-02/2021 Dated: 08/01/2021).

Please refer to S.C. No. D-20/2020 dated 26/8/2020 vide which various Open Access charges recoverable from Northern Railways were circulated by the Nigam, as per HERC Order dated 17/06/2020.

Now, HERC has notified HERC (Terms & Conditions of License for Deemed Licensee) Regulations, 2020 vide Regulations No. HERC/52/2020 dated 18/09/2020 which is enclosed for information and strict compliance.

HERC Regulation is also available at HERC website i.e. www.herc.gov.in.

Charges to be recovered from Northern Railways (Deemed Distribution Licensee) (Sales Circular No. D-20/2020Dated: 26/08/2020).

The Petition No. HERC/PRO-11 of 2017 was filed before Hon'ble HERC seeking clarification on various applicable charges under Clause 19, 20, 21, 22, 23, 24, 57, 58 and 59 of Haryana Electricity Regulatory Commission (Terms and conditions for grant of connectivity and open access for intra State transmission and distribution system) Regulations, 2012 (No. 25/HERC/2012 dated 11.01.2012) to be levied on Northern Railways (Deemed Distribution Licensee) for availing medium term open access.

The Hon'ble Commission has passed a final order dated 17.06.2020 (Copy attached) and decided the charges applicable / recoverable from Northern Railways. The details are as under:-

1. Wheeling Charges

Hon'ble Commission observed that Northern Railway is not an embedded Open Access Consumer but incidentally Northern Railway as a medium term Open Access Consumer is using the distribution system of DHBVN, so wheeling charges determined by the commission are not recoverable from Northern Railway. However, Northern Railway is liable to bear distribution system network cost as determined by the Commission for the relevant year i.e. Rs. 0.47 per Unit for FY 2020-21 besides intra State transmission loss. The distribution system network cost has been determined in the ARR/Tariff order of HVPNL (STU).

2. Cross Subsidy Surcharge (CSS)

HERC OA Regulations provides 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.

As Northern railway is using the network of the licensee(s), So the CSS determined by the Commission in its order on TRUE- UP FOR THE FY 2018-19, ANNUAL (MID-YEAR) PERFORMANCE REVIEW FOR THE FY 2019-20, AGGREGATE REVENUE REQUIREMENT OF UHBVNL AND DHBVNL FOR THE MYT CONTROL PERIOD 2020-21 TO FY 2024-2025 AND DISTRIBUTION & RETAIL SUPPLY TARIFF FOR THE FY 2020-21, shall be applicable to the Northern Railway.

3. Additional Surcharge

Additional surcharge shall be applicable to Northern Railway as determined by the Commission for relevant year.

4. Charges for Standby Power

The Nigam can charge 1.5 times the tariff (Fixed + Energy) for temporary supply (short duration) as well as FSA and Peak Load Exemption Charges (PLEC) if applicable. In the case of Northern Railway (taking supply at say 66 or 132 kV) this would work out in excess of Rs. 11 / KWh without including FSA and PLEC. Hence, any further deterrence in the shape of penalty is not required.

5. Imbalance Charges

Imbalances / deviations shall be settled as per guidelines of HERC Regulations, 2019 (Deviation Settlement & Mechanism dated 29th April, 2019) instead of HERC Open Access Regulations, 2012 amended from time to time.

These charges are in addition to charges levied by HVPNL/SLDC.

The above charges shall be applicable with retrospective effect till such time the Northern Railway fulfils all the terms and condition including payment of fees specified for a distribution licensee / deemed to be distribution licensee.

11.16 Regarding Authorization of Chartered Electrical Safety Engineer (CESE).

Regarding Authorization of Chartered Electrical Safety Engineer (CESE) (Sales Circular No. D-33/2019 Dated: 03/10/2019).

Please refer to Sales Instruction No. 4/2016 dated 12/4/2016 and Sales Circular No. D-44/2017 vide which instruction regarding authorization of Chartered Electrical Safety Engineer (CESE) was issued.

In this regard, CEI, Govt. of Haryana vide office order No. 98 dated 28.08.2019 (**Copy enclosed as Annexure-I**) has intimated that a written test was conducted by CEI, Haryana on 07.07. 2019 for authorization of Chartered Electrical Safety Engineers (CESE) in which no candidate has qualified the written test.

Hence, in supersession of Sales Instruction No. 4/2016 and Circular No. D-44/2017 which was issued in compliance to Office order No. CEI/172 dated 18.03.2016 of the O/o Chief Electrical Inspector to GoH, Haryana to facilitate the owner of electrical installation for self- certification, the following has been approved to come in force with immediate effect in compliance to the aforementioned office order No.98 :-

1. The owner may get his electrical installation tested / inspected through his own eligible engineer who fulfill the qualification and experience as per regulation 5A of the Central Electricity Authority(Measure relating safety and Electric supply) Amendment Regulation, 2018 notified vide notification dated 01.03.2018 followed by guidelines issued by the Central Electricity Authority vide notification dated 21.06.2018 (**Copy enclosed as Annexure-II**) till such time sufficient numbers of CESEs are authorized to self certify their electrical installation under regulation 30 and 43 of the Central Electricity Authority (Measure relating safetyand Electric supply) Regulation, 2010, as amended from time to time.
2. Regulation 5 [A] of CEA (Measure relating to Safety and Electric Supply) Amendment Regulation, 2018 i.e. Qualification of Chartered Electrical safety Engineer is reproduced as below:-
 - a. The Chartered Electrical Safety Engineers shall be an Electrical Engineering degreeholderorequipmentdegreewithatleastfive years experience in operationandmaintenanceofelectrical installations and also should have the knowledge of the works related to observance of electrical safety regulations or anelectrical Engineering Diploma holder with at least 10 years of experience in operation and maintenance of electrical installations and also should have the

knowledge of the works related to observance of electrical safety regulations.

- b. He/She shall have the knowledge of Central Electricity authority (Measures relating to Safety and Electric Supply), Regulations, 2010(as amended) and other relevant Act and Regulation related to electricity supply in the respective State Government.
 - c. Retired Chief Electrical Inspector/Electrical Inspector who were already notified by Appropriate Government would be eligible for CESE. However, State Government would have the responsibility to take the decision on exemption for test/interview for retired Chief Electrical / inspector/ Electrical Inspector.
 - d. The Chartered Electrical Safety Engineers shall not hold any post in Govt./ Semi Govt./PSUs or associated with any organizations which directly or indirectly influence the working of CESE.
 - e. He/She shall for all the time in his possession have the basic testing equipments(**somebasictestingequipmentgivenin Annexure-III**) as may be prescribed by the office of the ChiefElectrical Inspector/ Electrical Inspector for testing of the electrical installations.
3. The authorization of existing Chartered Electrical Safety Engineers circulated vide Sales Instruction No. 4/2016 and Sales Circular No. D-44/2017 are superseded with immediate effect.

This issue with the approval of Worthy CMD, DHBVN, Hisar.

11.17 Relief to Industries/businesses and other consumers in view of the lockdown imposed to contain second surge of COVID-19- Fixed Charge waiver & extension of bill payment dates.

Waiver of electricity bills of religious places-Due to COVID-19 pandemic (Sales Circular No. D-46/2021 Dated: 30.12.2021).

Keeping in view the hardship caused by COVID-19 pandemic, Government of Haryana had decided to waive off the electricity bills of all religious places i.e., Temples (including Buddhist and Jain temples), Gurudwaras, Churches and Masjids in the State for the period April, 2020 to June, 2020 along with corresponding surcharge amount provided they clear their pending dues upto March, 2020, if any by October 31, 2020.

2. The State Govt. has also approved to reimburse the revenue loss in the form of subsidy on account of this announcement which was intimated to the Govt. as per the information received from field offices.
3. Accordingly, it has been decided to waive off electricity bills of all religious places i.e., Temples (including Buddhist and Jain temples). Gurudwaras. Churches and Masjids for the period of April, 2020 to June, 2020 immediately in one go along with corresponding surcharge for all those beneficiaries who had cleared their pending dues upto March, 2020, if any by October 31, 2020.
4. It is specifically highlighted that ibid waiver is only for Temples (including Buddhist and Jain temples). Gurudwaras. Churches and Masjids and not for any other organization.
5. The benefit of waiver shall clearly be mentioned on the ensuing bill as "State Govt. Decision".
6. Once the waiver of all the mentioned beneficiaries is effected, following information be submitted to commercial wing by 14.06.2022 for further intimation of the State Govt.
 - a. Number of religious places covered under the scheme during the three months period i.e., April, 2020 to June, 2020.
 - b. Actual revenue loss caused under the scheme for the period April, 2020 to June, 2020.

Relief to Industries/businesses and other consumers in view of the lockdown imposed to contain second surge of COVID-19- Fixed Charge waiver & extension of bill payment dates (Sales Circular No. D- 27/2021Dated: 15/07/2021).

This is in continuation to Sales circular No. D-18/2021 whereby due dates for payments of electricity bills was extending upto 14.06.2021 without late payment surcharge. The State Govt., has further considered the matter and has decided to give following relief packages to its various categories of electricity consumers to mitigate the hardship faced by them because of the lockdown imposed in the State from 03.05.2021 to 21.06.2021to contain the spread of COVID-19. The relief package provides as under:-

A. Extension in due dates for bill payment

The due dates for payment of electricity bills for all categories of electricity consumers where it falls from 03.05.2021 to 21.06.2021 shall be extended upto 30.06.2021 without any surcharge.

B. Waiver of Fixed Charge

The fixed charges for HT & LT supply consumers (**industrial & commercial only having load more than 20 KW**) for the month of April, May & June 2021 shall be waived off as per the details mentioned below provided that the monthly electricity consumption of the consumer is 50% or less than the average electricity consumption in the month of January, February and March, 2021:-

- i. If the fixed charges are up to Rs. 40,000/- per month, the consumer shall be given benefit by waiving off his/her actual fixed charges or Rs. 10,000/- per month whichever is lower in the bills of April, May & June 2021.
- ii. 25% of the fixed charges in the bills of April, May & June 2021 shall be waived off in case the monthly fixed charges are more than Rs. 40,000/-.

C. Waiver of Monthly Minimum Charges for April, May & June 2021

LT industrial and commercial consumers whose connected load is less than 20 kW are liable to pay monthly minimum charges @ Rs.185 per kW (Rs. 235 per kW for agro-industries). It has been decided to reduce the monthly minimum charges by 50% provided their monthly consumption for the period for April, May and June 2021 is less than 50% of average monthly consumption.

Extension of bill payments date without surcharge (Sales Circular No. D-18/2021Dated: 04/06/2021).

In continuation to Sales Circular no. D-15/2021, please be informed that pursuant to the extension of lockdown by the State Govt., upto 07.06.2021, Nigam has also decided to further extend the due date for payment of electricity bills of all categories of consumer.

2. Accordingly, those consumers whose last bill payment dates fall during the period of lockdown i.e., from 03.05.2021 to 07.06.2021 shall now be able to pay their bills upto 14.06.2021 without levying late payment surcharge.
3. Field offices shall promote online modes of bill payment at a large scale to discourage the visits of consumers in sub-divisions.

Relief to Industries and other businesses in view of COVID-19- Fixed Charge waiver (Sales Instruction No. 09/2020 Dated: 13/05/2020).

Please refer to Sales Instruction No. 03/2020 dated 07/04/2020 vide which fixed charges of HT & LT Non Domestic and industrial consumers {having load above 20kW) for the month of March and April, 2020 were waived off, subject to a ceiling of Rs10,000/-per month, provided the monthly consumption of the consumer is 50 % or less than his/her average consumption in the months of January and February,2020.

2. The State Govt. of Haryana has now decided to extend the scope of this benefit given to HT & LT Non-Domestic and industrial consumers (having load above 20kW) in the month of March, April and May 2020, as per following details provided the monthly consumption of the consumer is 50% or less than his/her average consumption in the months of January and February, 2020:-

- i. If the fixed charge are up to Rs. 40,000/- per month, the consumers shall be given benefit by waiving off his/her actual fixed charges or Rs.10,000/- per month whichever is lower in the bills of March, April and May 2020.
- ii. 25% of the fixed charges in the bills of March, April and May 2020 shall be waived off in case the monthly fixed charges are more than Rs. 40,000/-.
- iii. Further, in addition to Sr. No. (i) & (ii), the remaining fixed charges for the consumers categories mentioned above will be recovered in six equal monthly interest free installments in the billing from July 2020 to December 2020.

3. Sales Instruction no. 03/2020 stands amended to the above extent only.

Regarding extension of bill payment dates due to extension in Nationwide Lockdown (Sales Instruction No. 06/2020 Dated: 28/04/2020).

The present nationwide lockdown has been extended upto 03.05.2020. Several difficulties are being faced by the general public on account of this lockdown. Measures are being taken by the Nigam to alleviate the difficulties of its consumers by extending the due dates of electricity bill payments without any surcharge as notified vide Sales Instructions No. 02/2020, 03/2020, 04/2020 and 05/2020.

Now it has been decided that

- i) During the lock down period i.e April'20, all the monthly billing be done in the system (R-APDRP/Hartron) as per conventional practice. However, these bills should not be communicated/distributed to consumers either physically or electronically.

In the monthly billing cycle of May'20, when all the monthly bills will again be generated after 3rd May'20 (i.e when lock down will be over), these will carry arrears of April'20 (Without LPS) and due date of payment as per the normal practice. These electricity bills for the energy consumed in March'20 & April'20 and issued in May'20 will also have the impact of Fix Charges (as per the eligibility) as per the Financial Package announced by Govt. and further notified by Nigam.

- ii) During the lock down period i.e April'20, all the Bi-monthly billing be done in the system (R-APDRP/Hartron) as per the earlier decided approach i.e RNT Billing or on the basis of meter reading as warranted by the ground conditions. Distribution of these bills (either physically or electronically) should be ensured during this period.

All the above electricity bills of bi-monthly cycle so generated in April'20 will be having due date as 30 days from the date of bill generation and these due dates will fall in the month of May'20. Since the next billing cycle for these bi-monthly bills will be again due in the month of June'20, as such, will not make any substantial impact to the consumers rather the provisional billing (if any) done in April'20 will be adjusted automatically.

All related Sales Instructions are amended to the above extent only.

Relief to Industries and other businesses amid COVID-19 (Sales Instruction No. 05/2020 Dated: 12/04/2020)

Please refer to Sales Instruction No. 2/2020, 3/2020 & 4/2020 regarding financial package announced by Govt. of Haryana to assist various industrial and NDS consumers that are adversely affected by the lockdown.

2. As per the decision announced by Govt. of Haryana, fixed charges of HT & LT Non Domestic and industrial consumers (having load above 20kW) for the month of March and April, 2020 shall be waived off, subject to a ceiling of Rs 10.000/- per month, provided the monthly consumption of the consumer is 50% or less than 50% of his/her average consumption in the month of January and February, 2020.

3. Nigam Management has reviewed the matter and decided as under:-

- I.** In order to facilitate waiver of fixed charges, the instructions issued w.r.t issuance of bills having load more than 20 kW (except HT consumers) on RNT basis are hereby revoked. No bills of HT/LT consumers above 20KW shall henceforth be issued on RNT basis.
- II.** For the electricity bills of March 2020 & issued upto 10.04.2020 on the basis of RNT:
 - (a). SE/IT will arrange to deliver bulk messages to individual LT consumers(having load more than 20kW) intimating that the bill issued on RNT basis be considered as null & void. Besides, the consumers shall be informed about the concept of trust reading.
 - (b). SE/CBO will ensure that bills of LT Industrial/NDS consumers (having load more than 20kW) be re-issued on actual reading basis. Reading of these consumers is to be obtained through MRAs, Operation wing or the consumers on the basis of snapshots of meter forwarded by consumer (Trust Reading Concept).
- III.** CE/OP Delhi & Hisar will ensure to supply the reading of HT (non-communicating AMR) & LT consumers (having load above 20kW) as per list supplied by SE/CBO (for R-APDRP area) and M/s Hartron (for non R-APDRP area) by 15.04.2020.
- IV.** If the lock down period is extended beyond 14th April 2020, the grace date of HT/LT consumers above 20KW whose due date falls beyond 14thApril, shall be extended by one month.

4. All related Sales Instructions are amended to the above extent only.

Relief to Industries and other businesses amid COVID-19 clarifications thereof (Sales Instruction No. 04/2020Dated: 08/04/2020).

This is continuation to Sales Instruction No. 03/2020 dated 07/04/2020 notifying waiver of fixed charges and extension of due date for electricity bills payment on account of the ongoing Lockdown due to COVID-19.

In this regard it is clarified that the phrase "having load 20KW or above" in para 2 of Sales Instructions No. 03/2020 may be read as "having load above 20KW".

Further, please be advised that Point No. 1 in Sales Instructions No. 02/2020 stands amended by Para-03 of Sales Instructions No. 03/2020; and that the time period i.e. "**25th March 2020 to 15th April 2020**" mentioned in Para-03 of Sales Instructions No. 03/2020 shall be read as "**22nd March 2020 to 15th April 2020**".

Relief to Industries and other businesses in view of COVID-19 (Sales Instruction No. 03/2020Dated: 07/04/2020)

Please refer to Sales Instruction No. 2/2020 dated 28/03/2020 vide which instruction as per the financial package announced by Govt. of Haryana to assist various sections of society that are adversely affected by the lockdown, were issued to mitigate their economic hardship.

Number of representations has been received from various Industrial Associations & others for waiving off the fixed charges in view of the prevailing conditions due to outbreak of COVID-19 in the State of Haryana. The matter has been considered and it has decided with the approval of the Hon'ble HERC that the fixed charges of HT & LT Non Domestic and industrial consumers (having load 20kW or above for the month of March and April, 2020 shall be waived off, subject to a ceiling of Rs 10.000/- per month, provided the monthly consumption of the consumer is 50% or less than his/her average consumption in the months of January and February, 2020.

Further the due date for payment of electric bills for all categories of consumers which falls during the lockdown period from 25th March 2020 to 14th April 2020 shall be deemed to be extended by one month without levy of late payment surcharge / interest. For example, if the due date of a consumer falls on 25th March 2020, it shall now be 25th April 2020 or if the due date of a consumer is on 14th April 2020, it shall now be 14th May 2020.

Financial package by Government of Haryana and implementation thereof (Sales Instruction No. 02/2020Dated: 28/03/2020).

As the Corona virus (COVID- 19) has spread all over the world including India. The Central Govt. and Govt. of Haryana are taking various preventive measures to combat the threat of the Novel Corona virus (COVID-19), as some cases of the virus have been reported in the country. Towards this, a co-ordinated and collective effort in a mission mode is needed. To assist various sections of society that are adversely affected by the lock down to mitigate their economic hardship in the short run, the following has been decided: -

1. The due date of the electricity bills will be extended to 15th April for all consumer categories without levy of surcharge / interest.
2. The consumers will be given an incentive of 2% of the bill paid subject to a maximum of Rs. 100/- if the payment is made through any of the online modes, namely, Net Banking, Debit Card, Credit Card, Paytm, Billdesk, BBPS, NEFT or RTGS. The incentive will be adjusted in the next bill. This offer will remain in force during the period of lockdown due to corona virus.
3. In view of the possibility of spread of corona virus through currency notes, Haryana Discoms - Uttar Haryana Bijli Vitran Nigam and Dakshin Haryana Bijli Vitran Nigam - have stopped accepting electricity bill payments through cash during the period of the ongoing lockdown.

Release of Temporary Connections in order to contain Corona Virus outbreak (Sales Instruction No. 01/2020Dated: 18/03/2020).

As you all are aware that the world is combating the threat of Novel Corona Virus (COVID-19). Some cases of the virus have been reported in the country. In order to contain this virus, a co-ordinated and collective effort is needed. Avoiding large gatherings is one of the foremost precautions to help prevent the transmission of the virus.

In order to prevent and control the spread of COVID-19, Health Department, Haryana vide its Order dated 15.03.2020 has banned all social, cultural, sports, political, religious, academic and family mass gathering of 200 or more people till 31st March, 2020.

Temporary connections are being released by the Nigam for short term requirements including marriages, religious functions, cultural functions, exhibitions, touring cinemas, theatres & circuses and others in accordance with clause 4.5 of Supply Code

Regulation of 2014. These occasions involve large gathering of people which may lead to spreading of the virus.

Therefore, in compliance to the aforementioned Order of Health Department, Haryana, it has been decided that till 31st March, 2020 or till the time this order remains in force whichever is later, temporary connections shall not be released for requirements having **gathering of 200 or more people**. Further, while releasing temporary connections, the applicant shall be asked to submit an undertaking that the gathering shall be less than 200.

11.18 Electric Vehicle Charging Stations.

Release of electricity connections to Electric Vehicle Charging Stations (Sales Circular No. D-03/2022 dated 28/01/2022)

To address the regulatory compliance of “One Connection in One Premises” mentioned in Clause 3.8 of HERC (Duty to Supply Electricity on request and Power to Recover Expenditure and Power to Recover Security) Regulation, 2016 (S/C No. D-12/2020) while releasing electricity connections to Electric Vehicle Charging Stations, the Hon’ble Commission has decided in its order dated 14.10.2021 in case No. PRO-32 of 2021 as under:-

- a) Tariff applicable for charging of Electric Vehicle at premises other than charging stations shall be the same as applicable for the relevant category of connection at such premises.
- b) Tariff for Electric Vehicle (EV) charging stations on single point delivery shall be applicable for charging of batteries at swapping facilities provided that such swapping facilities are exclusively used for swapping of batteries of E-Rickshaw/E-Vehicle only.
- c) At EV Charging station a separate electricity connection shall be taken by the applicant for other associated purposes such as office of charging station, public amenities, consumption of other equipment etc. The applicant shall ensure a separate metering arrangement for such purposes and tariff as applicable to relevant category shall be applicable to the same.
- d) Permit a separate connection for EV charging in retail outlets of Oil Marketing Companies, Housing Societies, Malls, Office Complexes, restaurants, Hotels, Parking of Metro Stations or its premises etc.
- e) Further, in cases where single point connection has been provided in the

premises, and a separate EV Charging connection is desired at LT level, Distribution Licensee in such cases may adopt minus metering by providing separate wiring and metering for EV charging activities.

- f) Applicant must be having the approval for safety and/or fire clearance for EV Charging station wherever applicable from the concerned department such as petroleum and Explosives Safety Organization (PESO), Fire Department, etc.

Sales Circular No. D-12/2020 stands amended to the above extent only.



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COMPENDIUM OF COMMERCIAL INSTRUCTIONS

(Updated upto 31 st March, 2022)



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