

PROCEDURE FOR RELEASE OF NEW CONNECTION/ADDITIONAL LOAD/ DEMAND

1. PSPCL has specified the documents to be submitted by the applicant on the A&A form. Details of these specified documents are also available on its website.

1.1 APPLICATION FOR LOAD/DEMAND NOT EXCEEDING 500kW/kVA

The owner or occupier of a premises requiring new connection or additional load/ demand (except with demand exceeding 500kVA) shall submit an application on the prescribed A&A form along with requisite documents, processing fee, Security (consumption), Security (meter) as specified in Schedule of General Charges. The A & A form duly filled-in shall be signed by the applicant/consumer or his authorized representative.

1.2 APPLICATION FOR LOAD/DEMAND EXCEEDING 500 kW/kVA

1.2.1 Feasibility Clearance: Where new or total demand including additional demand exceeds 500 kW/kVA, the applicant shall first obtain feasibility clearance in the prescribed requisition form after payment of Earnest Money Deposit (EMD) @ of 5% of Security (consumption) as specified in the Schedule of General Charges.

1.2.2 On receipt of the feasibility clearance, the applicant/ consumer shall submit the application on the A & A form along with requisite documents, processing fee, Security (consumption) after adjusting earnest money, Security (meter) as specified in Schedule of General Charges.

1.3 Single Point Supply

1.3.1 The PSPCL shall provide Single Point Supply for residential purposes including common services on an application by a Cooperative Group Housing Society/Employer which owns the premises for making electricity available to the members of such society or employees of the employer residing in the same premises as per PSERC (Single Point Supply to Group Housing Societies/ Employers) Regulations, 2008, as amended from time to time.

1.3.2 Notwithstanding anything contained here in above (Reg-6.6.1 of the Supply Code-2014), PSPCL may appoint a franchisee for a particular area in its area of supply as per 7th proviso to section 14 of the Act. PSPCL may provide single point supply on an application by the franchisee for making electricity available within the particular area to the following categories:

- i. residential colonies
- ii. commercial complexes
- iii. industrial complexes
- iv. IT parks
- v. other single point supply consumers

1.4 Supply of Electricity to Individual Consumers in the Residential Colonies / Multi- Storey Residential Complexes Developed under bye-laws/rules of the State Govt.

1.4.1 In the event of residential colonies/complexes developed by developers/ builders/ societies/owners/associations of residents/ occupiers under bye-laws /rules of the State Govt. not covered under Reg-6.6 of the Supply Code-2014, the residents/occupiers of such colonies /complexes shall obtain individual connections directly from PSPCL.

1.4.2 The release of such connections shall be governed by the following terms and conditions:-

- a) The developer/ builder/society/owners/ association of residents/ occupiers shall submit the complete lay out plan of the electrical network proposed to be erected in the colony and other documents prescribed by the licensee along with the processing fee as per Schedule of General Charges and obtain the preliminary NOC from the licensee. The NOC shall be issued by the licensee within 45 days of the receipt of proposal complete in all respects along with requisite documents. In case the developer/ builder/ society/ owners/ association of residents/occupiers withdraw his request or fails to comply with the conditions within stipulated time, the processing fee shall be forfeited.

Note: The developer/builder/society/owner/association includes any agency whether Govt. / Local body or private that constructs the colony/ complex.

1.5 Registration of A&A form:

1.5.1 On receipt of A & A form, the notified office shall allot a permanent application number and intimate the same to the applicant. The application number shall also be indicated on the A & A form.

1.5.2 Partnership firms/Companies or Trusts/Societies: An application by a Partnership firm, Company or a Trust/Society shall be accompanied by following documents:

- a) An attested copy of the partnership deed signed by all the partners or by a partner authorized to sign by other partners through a Special Power of Attorney duly notarized.
- b) A private or a public limited company, shall while submitting an application furnish certified copies (by the Chartered Accountant of the Company) of its Memorandum of Association / Articles of Association, incorporation certificate and the resolution of the Board of Directors in favour of the person authorized to sign the A&A form and other documents. The signatures of the authorized signatory shall also bear the common seal of the company. The names of members of the Board of Directors and their residential addresses shall also be furnished. The consumer shall intimate to the distribution licensee every change in the Board of Directors within one month.
- c) An application by a Trust or a Society shall be accompanied by a certified copy of its constitution, its bye laws along with resolution in favour of the authorized signatory for signing the A&A form and other documents. The names of the managing body of the Trust or Society and their residential addresses shall also be furnished. The consumer shall intimate to the distribution licensee

every change in the managing body of the Trust or Society within one month.

2. CONDITIONS FOR REGISTRATION OF A&A FORM AND DOCUMENTS REQUIRED FOR NEW CONNECTION/ ADDITIONAL LOAD/ DEMAND (As per Reg 6.4.3 & 6.4.4 of the Supply Code 2014).

Application (A&A Form) for new connection shall be accompanied with the following documents:-

a) Photograph

b) Identity Proof

Any of the following documents shall be considered acceptable as proof of identity if the applicant is an individual:-

- (i) Voter identity card;
- (ii) Passport;
- (iii) Driving license;
- (iv) Ration card;
- (v) Photo identity card issued by Govt. agency/PSU;
- (vi) Certificate of identity having photo issued by Gazetted officer/Tehsildar on letter head;
- (vii) PAN card; and
- (viii) Aadhaar card.

c) Proof of Ownership/Occupancy of Premises:

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

- (i) Copy of sale deed or lease deed or rent deed and in the case of agricultural connections a copy of khasra / girdawari/ jamabandi/ fard of the land;
- (ii) Certificate from panchayat showing ownership of premises within phirni/ lal lakir of village for DS/NRS connection;
- (iii) Registered General Power of Attorney;
- (iv) Municipal tax receipt or demand notice or any other related document;
- (v) Letter of allotment with possession letter.

Provided that where an applicant, who is lawful occupier of the premises, is a tenant or a leaseholder and is unable to produce the consent of the owner/land lord for obtaining a connection, a separate Indemnity Bond shall be executed in favour of the distribution licensee in the prescribed form.

d) Submission of NOCs

For release of new connection/additional load/demand an applicant shall submit No Objection Certificate (NOC) from the competent authority in the following cases:

- (i) If the site of the connection falls within the controlled area of any Scheduled Roads (National/State highways) notified by the State Government;
- (ii) Industrial connection in residential areas;
- (iii) If the premises is located in Chandigarh periphery areas;
- (iv) For connections in the areas where a planning scheme is notified by PUDA/Local Urban Development Authority;
- (v) If the connection is required for temporary structures like wooden stalls, khokhas/booths etc.;

- (vi) Any other cases where clearance of competent authority as per State/Central Govt. policy is required.

e) Street Lighting Supply

An application on the prescribed A&A form by any of the following:

" the Executive Officer/Estate Officer of a Local Body, Improvement Trust or Urban Development Authority or any person authorized by any such authority."

3. CHANGE OF NAME (As per Supply Code 2014 Reg 11.6)

- (i) The transferee shall execute a new agreement on the A&A form.
- (ii) The transferee shall deposit the Security (consumption) and Security (meter) at the prevalent rates after accounting for the Security (consumption) and Security (meter) already deposited by the previous consumer with his consent.
- (iii) An undertaking to pay /bear the current and past outstanding liabilities of the old consumer or those detected in the future.

In addition to above, the following additional documents are required in the following case:-

- (iv) In case of change of name due to change in partnership, a certified copy of new partnership deed and execution of a new agreement is required.
- (v) In case of change in the name of a Co. a certified copy of new Memorandum of Association/articles of associations along with supporting documents and execution of a new agreement.
- (vi) In the event of death of a consumer, the heirs may apply for the connection to be transferred in the name of one of the heirs. The application (A&A form) shall be accompanied by the following documents:
 - a) Death certificate, Succession certificate. Alternatively for Tubewell Consumers, Sajjra Nasad certified by the revenue officers shall also be acceptable in place of succession certificate.
 - b) The certification on plain paper regarding death of consumer from his/her legal heirs/ claimants duly authenticated by Gram Panchayat/ Nambadar will be prepared in full gathering of villagers and there will be no need of an affidavit.
 - c) No objection from other heirs to the connection being transferred in the name of one of the heirs
 - d) In the absence of documents at (a) and (b) above, all the heirs may submit an affidavit duly attested by a Magistrate confirming the death of the consumer, identification of the legal heirs and their consent to the connection being transferred in the name of a particular heir.

(vii) Transfer/Sale of Land or Property.

In the event of transfer of a property, the transferee shall submit an application on A&A forms along with the following documents:-

- a) Letter of consent of the previous owner for transfer of connection;
- b) In the absence of a letter of consent, the transferee shall provide proof of ownership of premises. In case of partition, details thereof or a family partition deed if any, may be submitted;
- c) In case the consent of the previous owner for transfer of the Security (consumption) cannot be produced, the applicant shall deposit Security (consumption) and Security (meter) at prevalent rates. He shall also be liable to pay the outstanding dues, if any of the previous consumer;

- d) In the case of land having an AP/AP-High-tech connection being jointly owned by more than one person and a part of the land along with the AP/AP-High-tech connection thereon being sold, the connection may be transferred in the name of the purchaser if all the co-sharers consent to such transfer and submit an affidavit duly attested by a Magistrate to that effect;

4. CHANGE OF LOAD

A) Reduction in Sanctioned Load/Demand

For reduction in connected load/demand the consumer shall have to fulfill the following:- A&A form to be filled.

- i. Deposit of Processing fee.
- ii. Electrical contractors test report for reduction in sanctioned load/demand.

B) Availing Sanctioned Load/Demand in Phases.

- a. A request for availing sanctioned load/demand in phases has to be made by the consumer within the validity period of the demand notice.
- b. If request for release of partial load/demand is at a voltage lower than the specified voltage, deposit of cost of work at the lower voltage has to be made.
- c. The applicant /consumer has to build up the sanctioned load/demand or surrender the un-availed load/demand before the expiry of six months from the date of release of the first phase.
- d. In case of genuine difficulty in building up the load/demand within stipulated period, the applicant may request for extension of such period as per requirement in blocks of six months.
- e. In case of residential colonies/ commercial complexes/ industrial estates covered under regulation 6.6.1 & 6.6.2, the phase wise development of the load /demand as per requirement may be permitted by the licensee. However, in case an HT/EHT consumer requests for release of partial load/demand at voltage lower than the specified voltage such request may be accepted by the licensee subject to deposit of cost of works for supply at the lower voltage and furnishing Bank Guarantee (BG) equivalent to 150% of the cost of HT/EHT sub-station including the cost of incomplete LD system. The amount of Bank Guarantee shall keep on reducing with the completion of remaining works of the sub-station & L.D system. After the consumer shifts to the specified voltage at a later stage, no credit of the works carried out for supply at lower voltage shall be given to the consumer.

5. TESTING OF INACCURATE METER AND CHANGE OF METER (As per Supply Code-2014 Reg 21.3.6 and 21.4)

- a) A request from the consumer for testing of meter accuracy.
- b) The meter challenge fee.

6. DEFECTIVE/ DEAD STOP/BURNT/STOLEN METERS

A complaint regarding defective/dead stop/burnt /stolen meters.

7. DISCREPANCY /DISPUTED ELECTRICITY BILLS ETC. (As per Supply Code 2014 Reg 35)

Current Energy Bills

- a) A consumer shall effect full payment of the billed amount even if it is disputed.

- b) A consumer may lodge a complaint in the notified office of PSPCL regarding disputed bill.
- c) In case the consumer is not satisfied with the decision of the distribution licensee, regarding disputed bill, he may seek redressal in accordance with the Consumer Complaint Handling Procedure &/or PSERC (Forum & Ombudsman) Regulations 2005 notified by the Commission.
- d) In case of arrear bills other than charges for Unauthorized Use of Electricity (UUE) and theft of electricity, where the supplementary amount pertains to previous period and the consumer is not satisfied with such demand, he may seek redressal of his case under Consumer Complaint Handling Procedure approved by the Commission and/or Forum for Redressal of Grievances of the consumer.

8. CHARGES / FEE PAYABLE FOR DIFFERENT SERVICES (CC NO. 57/2014 dt. 27.11.14)

8.1 PROCESSING FEE

8.1.1 New Connection/extension or reduction of load/CD and for temporary supply:-

- a) Single Phase DS Rs. 20/-
- b) Single Phase supply other than DS RS. 50/-
- c) LT Three phase supply Rs. 100/-
- d) HT and EHT supply Rs. 10/- per kVA subject to maximum of Rs. 2500/-

8.2 Issue of NOC & approval of the electrical network in the colony developed by developer/ builder/ society/ owners/ association of residents/occupiers Rs. 10000/-

8.3 Change of title or transfer of agreement and other services:-

8.3.1 Change of title or transfer of agreement

- a) Single Phase DS Rs. 20/-
- b) Single Phase supply other than DS Rs. 50/-
- c) LT Three phase supply Rs. 100/-
- d) HT and EHT supply Rs. 2000/-

8.4 Conversion of supply or shifting of connection and/or services line/meter or LT/HT/EHT line or Distribution Transformer:-

- a) Conversion of supply from Single Phase to Three Phase or vice versa Rs. 100/-
- b) Shifting of connection and/or service line and/ or meter Rs. 100/-
- c) Shifting or LT/HT line or Distribution Transformer Rs. 200/-

9. Service connection charges (CC No. 60/2014 dt. 30.12.14)

	Category	Load /Demand/KW/KVA	Fixed Charges (RS)	Variable Charges(R s. per metre)
1.	DS	a) upto 1.5 KW	375/KW	230
		b) Above 1.5 KW & upto 3 KW	500/KW	230
		c) Above 3 KW & upto 7 KW	800/KW	230
		d) Above 7 KW & upto 20KW	1200/KW	230
		e) Above 20kw & upto 100 KW	1300/KW	250
		f) Above 100KW	Actual as per Reg 9.1.1(a) (ii) & 9.1.3(a)(ii)of Supply Code 2014	
2.	NRS	a) upto 1.5 KW	375/KW	230
		b) Above 1.5 KW upto 7 KW	800/KW	230
		c) Above 7 KW & upto 20KW	1300/KW	230
		d) Above 20kw & upto 100 KW	1350/KW	250
		e) Above 100KW	Actual as per Reg 9.1.1 (a) (ii) & 9.1.3 (a) (ii) of Supply Code 2014	
3.	Small Industrial Power (SP)/ Compost Plants & CPPs, NRSE, IPPs covered under Reg. 9.1.1(f) (iii)& 9.1.3(f)(iii)	up to 20kw	2000/KW	310
4.	Medium Supply (MS)/ Compost Plants & CPPs, NRSE, IPPs covered under Reg. 9.1.1(f) (iii)& 9.1.3(f)(iii)	Above 20kw & upto 100 KVA	1900/KVA	310
5.	Large Supply (LS)/ Compost Plants & CPPs, NRSE, IPPs covered under Reg. 9.1.1(f) (iii)& 9.1.3(f)(iii)	Above 100 KW	Actual as per Reg 9.1.1(a) (ii) & 9.1.3(a)(ii)of Supply Code 2014	
6.	Railway Traction	Actual as per Reg 9.1.1(c) & 9.1.3(c) of Supply Code 2014		
7.	Agricultural pumping Supply(AP)		4500/BHP	215
8.	AP(High Technology) Supply	Actual as per Reg 9.1.1(e) & 9.1.3(e) of Supply Code 2014		
9.	Public Lighting Supply (SL)	i) Where SL system in the area is set up and maintain by the owner	1300/ KW	NA
		ii) Others	Actual as per Reg 9.1.1 (d) & 9.1.3(d) of Supply Code 2014	
10.	Bulk Supply (BS)	i) upto 100 KVA	1200 KVA	310
		ii) Above 100 KVA	Actual as per Reg 9.1.1 (a) (ii) & 9.1.3(a)(ii)of Supply Code 2014	

10. i) RATES OF SECURITY (CONSUMPTION)(PER KW/KVA OR PART THEREOF)

CC No. 5/2008 dated 10.1.2008 and 13/2010 dated 4.3.2010.

Domestic Supply	a) With load upto 50 KW	Rs. 500/-
	b) Above 50 KW & upto 100KW	Rs. 370/-
	c) Above 100KW	Rs.330/- per KVA
NRS	a) With load upto 50 KW	Rs. 700/-
	b) Above 50 KW & upto 100KW]	Rs. 470/-
	c) Above 100KW	Rs.420/- per KVA
SP		Rs. 500/-
MS		Rs. 750/-
Large Supply	a) General	Rs.1180/- per KVA of contract demand
	b) PIU's	Rs. 1500/- per KVA of contract demand
Bulk Supply		Rs1350/- per KVA]
Public lighting		Rs. 2000/-
Agricultural/AP Hi-Tech/AP Hi-Densiy		Rs. 200/- per BHP
Railway Traction		1100 per KVA of contract demand

(ii) RATES OF SECURITY(CONSUMPTION) FOR CONSUMERS COVERED UNDER SPOT BILLING. (CC No. 5/2008 dated 10.1.2008).

Domestic Supply	a) With load upto 50 KW	Rs. 370/-
	b) With load 50 KW & above	Rs. 185/-
NRS	a) With load upto 50 KW	Rs. 470/-
	b) With load 50 KW & above	Rs. 235/-
SP		Rs. 250/-
MS		Rs. 375/-
Large Supply	a) General	Rs. 590/- per KVA of contract demand
	b) PIU's	Rs. 750/- per KVA of contract demand
Bulk Supply		Rs. 750/-
Public lighting		Rs. 1000/-
Railway Traction		550 per KVA of contract demand

11. RATES OF SECURITY FOR TEMPORARY SUPPLY (CC No. 5/2008 dated 10.1.2008).

Applicants requesting for temporary connection shall be required to deposit security for consumption for:-

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|---|---|
| a) duration of connection up to 30 days | At twice the rate of security (consumption) as per C(i) or C(ii) as applicable |
| b) duration of connection more than 30 days | At three times the rate of security (consumption) as per C(i) or C(ii) as applicable. |

12. RATES OF METER/METERING EQUIPMENT SECURITY (CC No. 40/2011 dated 24.10.2011).

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| 1. All LT Single Phase Meters (Static & Electro –Mechanical) | Rs. 400/- |
| 2. All Types of MCB's for Single phase Meters | Rs. 225/- |
| 3. All LT poly Whole Current Statics Meters (Intelligent & Normal) | Rs. 1530/- |
| 4. a) MCB for Poly Phase Meters | Rs. 350/- |
| b) Cubicle for LT poly phase meters & CT's | Rs.1780/- |
| 5. LT CT Operated Meters/TPT Meters (without CT's) | Rs. 2940/- |
| 6. HT,TPT Meters(without CT/PT Units) | Rs.2950/- |
| 7. LT-CTs (set of 3 nos.) | |
| a) 100/05Amp | Rs.1260/- |
| b) 200/5 Amp | |
| 8. 11 KV Metering Panels housed with CT/PT Unit | Rs.27060/- |
| 9. Other LT(CT Operated) HT/EHT Poly-phase meters/ metering equipment not covered under item 16.2.1 to 16.2.8 above | Actual Procurement cost of Meter/ Metering equipment] |

13. REVIEW OF ENERGY BILLS IF THE ACCURACY OF A BILL IS CHALLENGED BY A CONSUMER AND REVIEW IS REQUESTED (ALL CATEGORIES EXCLUDING AP) (CC No. 5/2008 dated 10.1.2008).

Single Phase	Rs.10/-
Three Phase	
Load up to 20 KW	Rs.250/-
Load above 20 KW and up to 100 KW	Rs.450/-
Loads above 100 KW	Rs.900/-

Note: If a bill is found to be incorrect, the credit of the fee will be given to the consumer otherwise it will be forfeited.

14. CHANGING THE POSITION OF A METER ON THE REQUEST OF A CONSUMER IN THE SAME PREMISES WHEN NO ADDITIONAL MATERIAL IS REQUIRED. (CC No. 5/2008 dated 10.1.2008).

Single Phase	- Rs.225/-
Poly phase, whole current i.e. without CTs	- Rs.450/-
LT Meter with CTs	- Rs.900/-
HT & EHT metering equipment	- Rs.2400/-

15. METER INSPECTION AND TESTING (CC No. 5/2008 dated 10.1.2008).

1. Single Phase	Rs.120/-
2. Polyphase, whole current i.e. without CTs	Rs.450/-
3. LT Meter with CTs	Rs.1200/-
4. HT & EHT metering equipment	Rs.2400/-