

Electricity Supply Instructions Manual



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Punjab State Power Corporation Limited,
Head Office, Patiala

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Electricity Supply Instructions Manual

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	ABBREVIATIONS	
Act	Electricity Act, 2003	
A&A form	Application and Agreement Form	
AAE	Additional Assistant Engineer	
AE	Assistant Engineer	
AEE	Assistant Executive Engineer	
AO	Accounts Officer	
AP	Agriculture Pumping Supply	
ARA	Assistant Revenue Accountant	
ASE	Additional Superintending Engineer	
BIFR	Board for Industrial and Financial Reconstruction	
BS	Bulk Supply	
CA	Chief Auditor	
CAO	Chief Accounts Officer	
CD	Contract Demand	
CE	Chief Engineer	
CEI	Chief Electrical Inspector	
CL	Connected Load	
COS	Condition of Supply	
CT	Current Transformer	
DG	Diesel Generator	
DS	Domestic Supply	
DSC	Dispute Settlement Committee	
Dy.CE	Deputy Chief Engineer	
EHT	Extra High Tension (66,132 and 220 KV)	
IERules	The Indian Electricity Rules, 1956	
Er-in-C	Engineer-in-Chief	
FCI	Food Corporation of India	
GM	General Manager	
HP	Horse Power	
HT	High Tension (11 - 33 KV)	
JE	Junior Engineer	
kV	Kilovolt	
kVA	Kilovolt Ampere	
kVAh	Kilovolt Ampere Hour	
kW	Kilowatt	
kWh	Kilowatt Hour (Unit of electricity)	
LD	Local Distribution	
LS	Large Supply	
LT	Low Tension (400 volt / single phase 230 volts)	

ME	Metering Equipment	
MCB	Meter Cup Board	
MCO	Meter Change Order	
MDI	Maximum Demand Indicator	
ME Lab	Metering Equipment Laboratory	
MMC	Monthly Minimum Charges	
MMTS	Mobile Meter Testing Squad	
MS	Medium Supply	
MSR	Meter Sealing Register	
MTC	Meter Terminal Cover	
MW	Mega Watt.	
NOC	No Objection Certificate	
NRS	Non residential Supply	
PDCO	Permanent Disconnection Order.	
PP&R	Power Purchase & Regulations	
PPCB	Punjab Pollution Control Board	
PSPCL	Punjab State Power Corporation Limited	
PSTCL	Punjab State Transmission Corporation Limited	
PSIEC	Punjab State Industrial and Export Corporation.	
PSTC	Punjab State Tube well Corporation	
PSERC	Punjab State Electricity Regulatory Commission	
PT	Potential Transformer.	
PUDA	Punjab Urban Development Authority	
RA	Revenue Accountant	
RT	Railway Traction	
SCO	Service Connection Order	
SE	Superintending Engineer	
SL	Street Light	
SOP	Sale of Power	
SP	Small Power Industrial	
Reg.	Regulations	
Sr.Xen	Senior Executive Engineer	
TDCO	Temporary Disconnection Order	
TG	Turbo Generator	
TR	Test Report	
UDC	Upper Division Clerk	
XEN	Executive Engineer	

Electricity Supply Instructions Manual

PRELIMINARY

1. SHORT TITLE:

These instructions have been prepared in compliance of condition no. 50 of Condition of Supply and shall be called "Electricity Supply Instructions Manual" for Supply of Electricity in the State of Punjab. These instructions shall be read with provisions of Electricity Supply Code & Related Matters Regulations-2007 and its subsequent amendment and Conditions of Supply. **In the event of inconsistency in the Instructions contained in 'Electricity Supply Instructions Manual' with the ' Conditions of Supply' and / or 'Electricity Supply Code & Related Matters, Regulations-2007', the provisions of Supply Code and Conditions of Supply will prevail.**

2. DEFINITIONS:

In these Instructions, unless context otherwise requires, words, expressions and phrases shall have the meanings respectively assigned to them in The Electricity Act, 2003, Indian Electricity Rules, 1956 or regulations notified by CEA under Section 53&55 of the Act, Supply Code notified by the Commission and Conditions Of Supply approved by the commission.

- (a) "Act" means the Electricity Act, 2003;
- (b) "Agreement" means an agreement executed by the applicant / consumer with the Distribution PSPCL at the time of obtaining a new connection, additional load or additional demand;
- (c) A & A Form: shall mean the composite Application and Agreement Form for supply of electrical energy.
- (d) "Applicant" means an owner or occupier of any premises who makes an application 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 Rules & Regulations made there under;
- (e) "PSPCL" means Punjab State Power Corporation Limited notified by the Govt. of Pb. under Electricity Act-2003.
- (f) "Commission" means the Punjab State Electricity Regulatory Commission;
- (g) "Conditions of Supply" (COS) mean the terms and conditions of supply to different categories of consumers by the PSPCL as approved by the Commission;
- (h) "Connection" means provision for supply of electricity to an applicant;
- (i) "Consumer" means any person who is supplied with electricity for his own use by PSPCL or the Government or by any other person engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a PSPCL, the Government or such other person, as the case may be and any person whose electricity supply has been disconnected;
- (j) "Connected load" means the sum of the rated capacities of all the energy consuming apparatus in the consumer's installation. This shall not include the standby or spare energy consuming apparatus installed through the changeover switch.
- (k) "Contract Demand" shall mean (i) the maximum demand in KVA sanctioned to a consumer in case of Large Supply, Railway Traction and Bulk Supply categories. (ii) In case of Domestic Supply and Non-Residential Supply with load exceeding 100 KW, it would mean the maximum demand in KVA sanctioned to a consumer. (iii) in case of single point supply to a Co-operative Group Housing Society/ Employer, it would mean the maximum demand in KVA sanctioned to a consumer .

In the case of other categories of consumers, Contract Demand will be computed in the manner approved by the Commission.

- (l) "Demand Charge" shall mean the amount chargeable per month in respect of PSPCL's readiness to serve the consumer irrespective whether the consumer consumes any energy or not, and is based upon either connected load or the maximum demand or contract demand as the case may be and as prescribed in the relevant Schedules of Tariff.

- (m) "Energy Charges" shall mean the charge for energy actually drawn by the consumer and is applicable to the units consumed by him in any month. This is in addition to any demand charge, if applicable.
- (n) Engineer means Engineer-in-Chief (EIC), Chief Engineer (CE), Dy. Chief Engineer (DCE), Superintendent Engineer (SE), Addl. Superintending Engineer (ASE), Sr. Executive Engineer (Sr.XEN) Executive Engineer (XEN), Asstt. Executive Engineer (AEE), Asstt. Engineer (AE), Addl. Asstt. Engineer (AAE), Junior Engineer (JE), Addl.JE(AJE) or other Engineers of the equivalent rank.
- (o) "Electrical Contractor" means a person who has been granted a license by the State Government under Rule 45 of the Indian Electricity Rules, 1956 or the Regulations as may be notified by Central Electricity Authority under Section 53 of the Act, to carry out electrical installation work in a premises ;
- (p) Essential Services" mean the services which affect the general public at large and will interalia include Hospitals, Railway Stations / Installations, Railway Traction, Defence and Military Installations, Radio / TV Installations, Water Supply and Sewerage Installations, Postal and Telegraph / Telecom Installations, Telephone Exchanges/ Installations and News Services Installations.
- (q) "Extra High Tension (EHT) Consumer" means a consumer who is supplied electricity at a voltage exceeding 33000 volts;
- (r) Forum: shall mean the Forum constituted under Section-42 of the Act, as per Regulations framed by the Commission for redressal of grievances of consumers.
- (s) General Conditions of Tariff" mean the General Conditions of Tariff and Schedules of Tariff approved by the Commission ;
- (t) "High Tension (HT) consumer" means a consumer who is supplied electricity at a voltage higher than 650 volts but not exceeding 33000 volts;
- (u) Industrial supply" means supply of electricity for Industrial and pumping purposes (excluding Agricultural Pumpssets) ;
- (v) Month: shall mean a calendar month or billing month as the case may be.
- (w) "Meter" means a device suitable for measuring, indicating or recording consumption of electricity or any other quantity related to an electrical system and shall include, wherever applicable, other equipments such as Current Transformer, Potential Transformer, Voltage Transformer or Capacitor Voltage Transformer with wiring and accessories necessary for such purpose;
- (x) "Monthly average power factor" shall mean the ratio of total kwh to total kvah supply during the month, which will be rounded up to two figures.
- (y) Ombudsman: shall mean an authority appointed/designated by the State Commission (PSERC) under Section – 42 (6) of the Act.
- (z) "Person" means any person/persons or occupier or possessor of a premises or place who may or 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;
 - (aa)Power Factor: shall mean the ratio of kilowatts to the kilovolt amp. supplied during any period.
 - (bb)"Premises" mean a unit of a building complex including any land, building or structure which has a separate entry, and is appropriately partitioned from the neighboring premises in a manner that an electric connection running in the said premises cannot be used in the neighboring premises and vice-versa ;
 - (cc) "Supply Code" means the Punjab State Electricity Regulatory Commission (Electricity Supply Code and Related Matters) Regulations, 2007;
 - (dd)"Service Line" means any electric supply line through which electricity is, or is intended to be, supplied –
 - (i) to a single consumer either from a distributing main or immediately from the Distribution PSPCL's premises; or
 - (ii) from a distributing main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main;
 - (ee) Theft of Electricity" has the meaning assigned to it under Section 135 of the Act;
 - (ff) "Unauthorized use of Electricity" has the meaning assigned to it under Section 126 of the Act;

(SECTION-II)
RELEASE OF ELECTRIC CONNECTIONS

3. APPLICATION FOR SUPPLY OF ELECTRICITY

3.1 Registration of application (for loads upto 100 kW):

i) DS/NRS (LT) category of connections: -

Application for supply or additional supply of electric energy by DS & NRS (LT Supply) applicants/ consumers shall be made on composite A&A form (one copy) CS-1-A (Annexure-4 of COS), obtainable from the concerned S/Divn. / Sub-Office on payment of prescribed fee or can be downloaded free of cost from the web-site (www.PSPCL india.org) and fee can be deposited with the application. PSPCL shall entertain such prospective consumers who are ready to take permanent connections and not those who have started construction of their premises. For Loads up to 10 KW Single Phase connection and for loads above 10 KW, three phase connections shall be released.

ii) SP/AP/ MS / BS (UPTO 100 kW)

Application for supply or an additional supply of electric energy by an Industrial, Bulk and AP applicant shall be made directly on the composite 'Application and Agreement Form, CS-I(Annexure-3 of COS), obtainable on payment of prescribed fee from the concerned Sub-Division or sub office. No. of A&A forms to be submitted shall be as under:-

- | | | | |
|----|------------------------------------|---|----------|
| a) | Loads up to 20 kW | : | 1 Copy |
| b) | Loads above 20 kW and up to 100 kW | : | 2 Copies |

3.2 APPLICATION FOR SUPPLY OF ELECTRICITY FOR LOAD EXCEEDING 100 kW

All categories of applicants / existing consumers applying for a new connection / extension in load resulting in its ultimate load exceeding 100 kW shall submit 3 sets of 'A & A' forms CS-I - HT/EHT (Annexure -5 of COS) alongwith the requisite documents.

3.3 Conditions for Registration of Tubewell Applications:

i) Proof of ownership / occupancy:

The applicant shall produce documentary evidence to show that he is the lawful owner or occupier of the premises wherein he wants the connection to be released. If he is a tenant or a lease holder and is unable to produce the consent of the owner/land lord for availing electric connection, he shall indemnify the PSPCL in the prescribed form against any action brought by the owner/land lord against the PSPCL for release of connection.

- a) No separate undertaking/indemnity Bond is required in case of DS/NRS (LT Supply) connections, where the applicant for an electric connection is unable to obtain written consent of the owner / landlord in view of Clause 4 of A&A form CS-I A of COS. All other applicants will be required to execute the indemnity bond on the prescribed format on stamp paper of Rs.15/-. The indemnity bond shall be a part of agreement and shall remain attached therewith.
- b) An applicant for a Tube well connection under general category who has taken the land on lease or patta for a period of 20 years (minimum) shall be required to furnish the indemnity bond. He shall also submit attested copy of the lease/patta of land in support of his being lawful occupier.
- c) For release of tube well connection under General or Priority categories minimum land holding of one acre shall be pre-requisite. In case the applicant is having joint ownership / Mushtarka Khata land in his possession as per revenue record where the connection is to be released or shifted, he should be allowed to do so on furnishing of indemnity bond. However, if the applicant having joint ownership is not in possession of land where connection is to be released, NOC of other members of the family/ relatives shall be necessary for release / shifting of the connection. Minimum land holding condition in case of **High Technology category consumers shall be 500 Sq. metre. Also Release of tubewell connections on priority shall be allowed to the prospective consumers in the State on Drip/Micro Sprinkler Irrigation System installed on a minimum area of 2 (two) hectares for fruit crops. and 1 (one) hectare for Vegetables and non horticulture crops.**

- ii) **Connection in Temporary Structures:**
Applicants requiring connections in the temporary structures such as wooden Stalls, Khokhas and Booths etc. shall be required to furnish a certificate from the Local Authority certifying that the said structure has been authorized by the Local Authority under its bye-laws. Two times security (meter) and three times initial security shall be recovered in such cases.
- iii) **Release of Connections in Municipal Committee/ Corporation/ Urban Areas:**
NOC shall not be required to be submitted by an applicant for release of connection from the Municipal Corporation/Committee/notified area committee etc. in the urban areas. However the applicants applying for connections (except AP) on the sides of scheduled roads (National /State Highways) shall be required to submit NOC from the local authorities/ PUDA as applicable as per provisions contained in 3.3 (V) below.
- iv) **NOC from PPCB:-**
The applicants intending to establish / operate industry of very hazardous nature or falling under "Red" Category of pollution shall submit NOC (Consent to establish / Consent to operate) from the Pollution Control Board.
Release of connection and its continuance shall be subject to the laws and by laws, as may be framed from time to time, by the Local Authority, PUDA and the State Pollution Control Board. In the event of contravention of any of the byelaws of any of the above authorities, the PSPCL shall follow the directions of the PPCB and other statutory authorities for disconnection of premises.
- v) **Connections along the Scheduled Roads (National/ State Highways):**
All categories of applicants (except AP) applying for release of connection on the sides of the scheduled roads shall submit NOC from local authority / PUDA as applicable. The guidelines for release of connections on the sides of scheduled roads are given below:-
- a) No application for release of connection (except AP) shall be registered within a distance not exceeding 100 metres on either side of the road reservation of a bye-pass or a distance not exceeding 30 metres on either side of the road reservation of any scheduled road which falls outside the jurisdiction of Municipal corporation, Class-I Municipalities. Notified Area Committees without obtaining NOC from the competent Authority (PUDA).
 - b) No application for the release of connection (except AP) shall be registered within a distance of 5 metres on either side of the road reservation of that part of the scheduled road which falls in the area of Municipal Corporation or Class-I Municipalities and 10 metres on either side of the road reservation of that part of the scheduled road which falls in the area of any other municipality/ Notified Area Committee concerned without obtaining NOC from concerned Corporation/ Municipality/Notified Area Committee.
 - c) The distances specified above are to be measured from the outer most boundary limit of the bye-pass/ scheduled road from where the private land starts.
 - d) Before actual release of connection AE/AEE/XEN (DS) shall check the correctness of distance and requirement of N.O.C. and record certificate to this effect on the application/ test report.
 - e) **NOC within Municipal / Local Bodies Area Limits or beyond the local body area:**
 - i) For areas of Scheduled Roads, falling within the jurisdiction of Municipal Corporation/Municipal Committees/Notified Area Committees, NOC shall be issued by the concerned corporation/Committee, as the case may be.

ii) **NOC beyond limits of Local Bodies Area:**

Competent authority for issue of NOC in respect of areas falling beyond the limits of Municipal Corporations/Municipal Committees/ Notified Area Committee, shall be concerned authority of PUDA / GMADA / GLADA or any other authority notified by the State Govt.

vi) **Release of DS/NRS/Industrial/Bulk Supply connections (including extensions) in Chandigarh periphery area.**

No connection / extension in load to the above categories of consumers within the periphery area of capital city Chandigarh (list of villages given below) is to be released without obtaining NOC from PUDA / GMADA or any other authority notified by the State Govt.. However in the following cases NOC need not to be obtained:-

- a) Industrial Units located within the Industrial focal points set up by the Deptt. of Industries/PSIEC.
- b) Industrial Units located in villages. Which fall entirely within Free Entrepreneur Zone.
- c) Reconnection orders where there is no increase in load.
- d) Agricultural power supply connections.
- e) Connections for residential purposes within the Lal lakir or phirni of a village subject to the report of Patwari concerned.
- f) For electric connections in the Municipal areas of Kharar, Dera Bassi, Banur and NAC of Zirakpur, NOC will be issued by the Executive Officer of the concerned Municipal Council / NAC concerned and not PUDA.

Note: Regular domestic supply connection on temporary basis under normal DS tariff may be released to an applicant falling in the Chandigarh periphery area subject to furnishing of undertaking that connection will be disconnected, if the premises is declared illegal by the State Government. Such applicants shall be required to pay the dismantlement charges on actual basis in case of termination of agreement.

LIST OF VILLAGES FALLING IN THE FREE ENTERPRISE ZONE (FEZ)

Sr.No.	Name of village	Hadbast No.
1	Morthikari	366
2	Pandwala	359
3	Sudran	363
4	Akbarpur	350
5	Daparpur	360
6	Kheri	362
7	Behra	198
8	Bhagwanpur	199
9	Rampur Sadrian	200
10	Nimbria	1
11	Bahadurgarh	2
12	Haripur Hinduan	3
13	Kurranwala	4
14	Mahiwala	5
15	Dadralla	8
16	Saidpura	10
17	Souda Majra	12

vii) **Wood Based Industry:**

No connection shall be released for wood based industry in the state unless the applicant of such industry furnishes certificate of registration as Small Scale Industry issued by concerned General Manager / District Industries Centre.

viii) Release of Connection/Extension to a person involved in theft of electricity / UUE & Defaulting Consumers:

a) Theft of Electricity / UUE Cases:

An applicant/consumer applying for a new connection/ extension in load shall give an affidavit on non-judicial stamp paper that he/she/they or his/her/their associates are neither involved in any case of theft of power / UUE anywhere in the state and nor any case for recovery of the amount charged against him/her or their associates is pending in the Court/ Special Court or 'Dispute Settlement Committee or Forum' or Appellate Authority or Ombudsman and in the event of such a case being detected supply to the premises is liable to be disconnected after serving 15 (Fifteen) days notice till such time the amount due is paid.

Sanctioning/executing authorities shall satisfy themselves about the correctness of the affidavit before sanction of load/release of load. The application of an applicant/ consumer involved in any UUE/ theft case, for new connection/extension shall be registered only if such an applicant deposits 50% of the assessed amount and agrees to comply with the provisions of Regulation 36 / 37 of the Supply Code.

b) Defaulting Consumers

Application for a new connection/extension in load and giving the feasibility clearance, wherever applicable, in respect of a consumer against whom defaulting amount is outstanding or some dispute is pending on account of unauthorized load, peak load violation or overhauling of accounts on the basis of MMTS testing and re-assessment by audit etc. shall be registered if the consumer deposits 50% of the disputed / outstanding amount and submit undertaking to abide by the decision of Dispute Settlement Committee or Forum or Ombudsman.

Where the application for extension in load has already been got registered by such a defaulting consumer or where the case of defaulting amount against the existing consumer arises after he has registered his application for extension in load, the case for feasibility clearance and release of connection shall be processed after deposit of 50% of the disputed/ outstanding amount provided the consumer agrees to abide by the decision of Dispute Settlement Committee or Forum or Ombudsman, through an affidavit duly attested by the Notary Public. In case of court cases 100% of the defaulting amount shall be got deposited before acceptance of application for extension in load.

c) While accepting A&A forms and requisition and allowing the feasibility clearance/sanction of extension in load, instructions in the preceding paras shall be followed by the officers as per power vested in them. While forwarding such cases to the CE (Comml.) for feasibility clearance and to CE/ DS for sanction of load/demand suitable certificates in light of above instructions indicating clear eligibility for feasibility clearance/sanction of extension in load shall be furnished.

ix) An undertaking towards voltage regulation shall be obtained from HT/EHT prospective consumers and also for extension in load as under:-

"I/We undertake to accept the voltage level as supplied by PSPCL according to Rule-54 of Indian Electricity Rules or Regulations notified by CEA under Section 53 of the Act. and in the event of Higher/Lower Voltage than that declared I/We undertake to lower/raise the same with the help of OLTC(On/Off load tap changer) provided in my/our transformer installed for receiving the supply from PSPCL.

I/We also undertake that in the event of any damage to machinery or loss of production due to higher/lower voltage for causes beyond the reasonable control of PSPCL, I/We shall not claim any compensation from the PSPCL."

x) One Connection in One Premises:

- a) The applicant for new connection shall give an undertaking that no connection is already existing in the premises for which the connection is being applied. The PSPCL may refuse the release of new connection in the same premises and the consumer may, however, get his load extended. Release of more than one connection for DS purposes in residential premises shall be permissible as explained in the following paras. Regarding clubbing of connections and release of one connection in one premise for other categories shall be dealt with in accordance to the provisions of condition No. 28 of the COS.
- b) Release of more than one connection in DS premises is allowed. Different family members living in a house and each having separate kitchen can be given separate connections in their names in the same premises subject to certification by AE/AEE/Xen (DS) in this regard. In such cases, normal DS tariff shall be applicable for each individual connection.
- c) In case a tenant wants a separate DS connection, he will supply (i) consent of the landlord in the form of affidavit that the landlord will clear all the liabilities in case the tenant leaves the house without paying PSPCL's dues (ii) an affidavit duly attested by Executive Magistrate shall be furnished to the effect that he/she has taken the said premises/portion on rent and living there as tenant.
- d) Resale and sub-metering of supply to tenants or members of the same family residing in one domestic premises shall be permitted. However, resale and sub-metering to other flats or households and other parties shall be strictly prohibited except with the permission of the PSPCL.
- e) If a portion of household is predominantly used for the conduct of business, the consumption in that portion will be separately metered under a separate connection and billed under NRS tariff. In such an event two connections, one under Schedule DS and the other under Schedule NRS can be allowed otherwise the total consumption shall be billed under NRS. In case of villages where the house owners keep milch animals (upto 4 Nos.) for their lively hood shall be covered under DS Tariff.
- f) For the installation of telecom equipment and antennas on ground floor or roof tops of residential / non-residential / industrial premises, second connection under NRS category may be allowed subject to the condition that the consumer shall submit consent of the land lord in the form of affidavit for installation of Tower / Telecom equipment, lease deed duly notarized and an undertaking that he shall not indulge in misuse of connection.
- g) An existing industrial consumer will not be allowed a new connection in the same premises or even in an independent adjoining premises/shed/ piece of land with a separate identity owned by him. A new connection may be allowed in the name of a new firm/ company with a distinct Licence/VAT no. of which the owner is a Director/Partner, only if the premises are distinctly separate/ partitioned or are sold or leased to the new unit.

xi) Application by a Partnership firm or a Ltd. Company or an Institution.

- a) If the applicant is a partnership concern, an attested copy of the partnership deed and certificate of registration issued by Registrar of Firms shall be supplied. Any of the partners may sign A&A form or authorize a signatory through Special Power of Attorney duly notarized.
- b) In the event of applicant being a Private or a Public Ltd. Company, it shall supply a copy of the Memorandum & Articles of Association, a copy of certificate of incorporation alongwith a certified copy of extract of resolution of the Board of Directors in favour of the authorized signatory for execution of 'A&A' form and other documents. Certification will be made by the Chartered Accountant of the company.

- c) If the application is on behalf of an institution or a society, the applicant shall submit copy of the constitution of the trust, society or institution and its bye laws, a certified copy of the registration, certified copy of extract of resolution in favour of the authorized signatory for execution of 'A&A' forms and other documents.

(FORMAT FOR SPECIAL POWER OF ATTORNEY)

Known all men by these present that I/We _____ for and on behalf of _____ having its registered office at _____ do hereby authorize Sh. _____ Chairman/Director/Partner/Manager of the aforesaid company/firm to act, as our company's constituted attorney so as to apply for power connection with a load of _____ to PSPCL and to sign authenticate, file and execute any paper/documents/agreement required for the release of power load/connection. I/We undertake to ratify and confirm all facts and deeds whatever Sh. _____, constituted attorney shall lawfully do or cause to be done for us/company by virtue of this letter of attorney.

Dated _____ day of _____ 20__.

(To be attested and signed by Notary Public or First Class Magistrate)

Witness

Sd/-

with seal for and on behalf of

Witness

Accepted _____

xii) Electricity Connections under HT/EHT Lines:

To curtail the growth of illegal / unauthorized construction of houses / colonies in violation of IE Rules 1956 or Regulations notified by CEA under Section 53 of the Act. resulting in threat to human lives, electricity connection shall not be released to a prospective consumer where the power lines are passing over his land till such time lines are got shifted by individual(s) or housing society etc. at its own cost. However, where there is no infringement of rules / regulations and right of way is also not available for shifting of HT / EHT lines, connection may be released subject to following conditions:-

- a) AE / AEE / XEN (DS) concerned shall record a certificate that the requisite electrical clearance as required is available at site and there is no objection for the release of connection as per IE Rules.
- b) Applicant will furnish undertaking / Indemnity Bond to the PSPCL that he will not carry out any further construction work under / near the power line, so as to maintain requisite clearance. He will also furnish Indemnity Bond to the effect that he will be solely responsible for any damages in case of fatal / non-fatal accident occurring on account of electricity lines.

xiii) Dairy Farming: -

Consumers in the profession of dairy farming shall be covered under relevant Industrial Tariff as per Tariff Order issued by Commission. However in cases of villages where the house owner keep milch animals (upto 4) for there lively hood covered under DS tariff.

- (xiv)** Connection of Horticulture / Floriculture shall be covered under Schedule AP (SIV) accordingly these connection shall be released under AP Category

3.4) Precautions for Execution of Agreement:

Following precautions shall be taken in the execution of agreement.

- a) Application and agreement should be filed in and signed by the authorized signatories of both the parties.

- b) A passport size photograph of the signatory duly attested shall be affixed on the A & A Form.
- c) There shall be no over-writing or cutting in the A & A Form. Corrections and interpolations, if any, should be signed by the executants.
- d) Each page of the A & A Form shall be signed by the executants.
- e) Signatory to the agreement shall arrange his/her identification. It may be done by producing the Ration Card, Passport, Voter's Identity Card or the attested signature by a manager of the bank where the applicant may be having his account, a gazetted officer of the state or the Central Govt., MP or MLA or the Sarpanch of the Panchayat.
- f) A&A form must be signed by the prospective consumer in the presence of AE/AEE/XEN/JE/RA/ARA in the sub-division and AAE Incharge in the Sub-Office. The aforesaid officer/official shall ensure that the A&A form has been filled in correctly and no ambiguity exist.
- g) The minor is not eligible to sign the agreement. However, he can avail the connection through his lawful/natural guardian.
- h) The load applied shall be declared in KW and contract demand in KVA (if applicable).
- i) The A&A is also required to be signed by the witness as an essential formality before it is accepted. The witness shall always be a PSPCL's consumer who would mention his account No. alongwith address on the A&A forms. In the village the Sarpanch of the Village can be accepted as a valid witness. The witness should sign the A&A forms in the presence of AE/AEE/XEN/DS/JE./RA in a sub-division and AAE in a Sub-Office.

4. APPLICATION FOR SUPPLYING ELECTRICITY FOR LOADS EXCEEDING 500 KVA (ALL CATEGORIES).

- 4.1 The application of a prospective/existing consumer for a new connection/ extension in load or contract demand above 500 KVA shall require feasibility clearance from the competent authority before registration of the application. The applicant will also intimate the proposed commissioning schedule along with the requisition form which will be available in the notified offices of PSPCL free of cost or website. Accordingly, his request shall be entertained on requisition from CS-I(R) (Annexure-6 of COS) for feasibility clearance (7 copies) with requisite amount of earnest money @ of 10% of the applicable initial security as per schedule of general charges (adjustable towards initial security). Application shall be received directly in the office of SE (DS) who will get the earnest money deposited in the nearest Distribution Sub-Division convenient to the applicant.
- 4.2 Such prospective consumer shall be required to submit requisition Forms CS-I(R) accompanied by requisite documents and NOC's etc. No requisition shall be accepted without necessary documents / NOCs.
- 4.3 SE (DS) will ensure that all the requisitions are processed and feasibility clearance issued within 30 days as specified in the Regulation - 5 of Supply Code (or amendment thereof) in respect of cases falling within his competency. SE (DS) will process the requisitions in his office and will not pass it on to Sr.Xen/ Addl. SE (DS) or Xen/AEE/AE (DS). He will forward the requisition falling beyond his competency to the Chief Engineer/Commercial with a copy to CE/Planning alongwith requisite data within 7 days for feasibility clearance within thirty days. Where the feasibility clearance is likely to take more than 30 days, SE/DS shall seek the approval of Commission within 15 days of receipt of requisition, and CE/Commercial shall be informed in all such cases.

4.4 For deciding the feasibility of supply and the character of supply i.e. the voltage at which supply is to be provided, contract demand applied by the prospective consumer or increase in demand by the existing consumer shall be the main criteria.

4.5 Deleted

4.6 **Competent Authority for clearing Technical Feasibility:**

Feasibility clearance for a new connection or an extension in load for contract demand beyond 500 kVA & up to 2 MVA shall be given by SE/ (DS) concerned and for load / demand exceeding 2 MVA by CE/Commercial, after observing the following procedure:

- i) Feasibility clearance for demand exceeding 500 KVA and up to 1MW / MVA shall be issued by SE (DS) concerned at his own level. If the load of the new connection or after extension exceeds 1 MVA, the feasibility clearance up to 2MVA shall be issued by SE (DS) after obtaining concurrence of CE/Planning with regard to adequacy of Transmission System. While issuing feasibility clearance, SE (DS) shall send a copy thereof to CE (Planning) and CE (Comml.).
- ii) If the total contract demand after taking into consideration the increase in demand, exceeds 2 MVA, the case shall be referred by Dy.CE/SE (DS) to CE (Comml.) with a copy to CE/Planning only if the increase in demand exceeds 500 kVA for feasibility clearance. Copy of the proposal shall also be sent to CE/TL & CE/SS where load is to be fed at 33/66/132/220 KV.
- iii) All cases for power intensive industries such as Arc/Induction furnace and Chloro Alkalies Units except small in-house furnaces up to 500 kVA shall be sent by SE/DS concerned to CE/Commercial alongwith complete proposal with a copy to CE/Planning for feasibility clearance.
- iv) Chief Engineer (Comml.) after examining the proposal in consultation with CE/Planning shall convey feasibility clearance and permission for registration of A & A Forms direct to the applicant and Sub Divisional Office concerned under intimation to concerned SE/(DS).
- viii) The feasibility clearance for 33/66 KV connections shall be given from the nearest 33/66/132/220 KV Sub-Station wherever technically feasible.
- ix) In between tapping of existing transmission line emanating from mother station (132 / 220 KV) is permissible for new connection/extension in load subject to following conditions.
 - a) The facility of solid tapping will be available only if the length of line from the T- off point to the consumer premises is upto 2 kilometres. The number of consumers on any 33/66 KV line shall not exceed 5 irrespective of size of conductor so as to ensure proper energy audit, control of theft of electricity and fault clearance.
 - b) The consumer shall submit an undertaking that he / she / they shall have no claim for failure of supply irrespective of duration of failure as the solid tapping shall result into longer time period for identification / segregation of fault.
 - c) For all prospective consumers not covered in (a) above and where supply is to be given at 33 kV and above, the principal of (LILO) shall be made applicable i.e. loop in-loop out arrangement shall be made at consumer's sub station for which the expenditure will be borne by the consumer.

4.7 **Permission for Registration of Application/Feasibility Clearance:**

- i) Consequent upon the receipt of permission / feasibility clearance for registration of application, necessary intimation with regard to compliance by the applicant will be given by AE/AEE/XEN (DS) within one month to the authority granting permission / feasibility clearance.

- ii) After issue of feasibility clearance, the period for registration of A&A Forms alongwith initial security and security meter shall be 30 days only which can be extended up to 60 days (including 30 days allowed in the first instance) by SE/Dy.CE (DS). No request for further extension beyond above period shall be entertained and feasibility clearance / permission shall stand cancelled and earnest money will be forfeited.

4.8 In the event it is not technically feasible to release the demand/ additional demand, earnest money will be refunded in full without any interest. In case the demand /additional demand cannot be released within the stipulated time period (Reg-6.3) or does not match the commissioning schedule, the applicant may withdraw the requisition form and seek refund of earnest money which will be decided by the commission.

5. APPLICATION FOR PROVIDING PUBLIC STREET LIGHTING:

5.1 Receipt of Application:

- i) Application for supply of power from a Local Body e.g. Municipal Corporation/Committee or a Village Panchayat etc.for Public Lighting needs to be accompanied by an attested copy of resolution passed by the elected representatives sanctioning the installation of street light points and authorizing the applicant. However, in the absence of any elected body, the Commissioner/Administrator/ Secretary may sign the application, which will be submitted in form CS-ISL(C) (Annexure 8 of COS).
 - ii) For the purpose of release of Street Light/Yard Lighting connection, Market Committees are covered under the term Local Body. Housing Board, PUDA, Improvement Trusts shall be considered at par with Local Bodies as regards supply of power for street lighting. Chairman / Secretary in case of Housing Board & Improvement Trust and Administrator/Estate Officer in case of Urban Estate or the person authorized by the said authorities will be considered as the authorized representative.
 - iii) The agreement for street lighting in case of village Panchayats will be signed by the Sarpanch and a Panch after they have been authorized for the purpose by the Village Panchayat through a resolution. An attested copy of the resolution should also accompany the application.
- 5.2 The signed agreement in quadruplicate together with other documents should then be forwarded to SE concerned through the Sr.Xen/ ASE (DS) for acceptance. Steps should simultaneously be taken to submit the estimate to the competent authority for sanction.

5.3 All street Lighting consumers are required to pay per kilowatt charges as approved by the Commission from time to time.

5.4 Execution of Principal & Supplementary Street Lighting Agreement:

The agreement for Street Lighting by the Local Body is to be executed on the prescribed format. While filing up schedule-I of the Street Light Agreement it should be kept in view that at least the requirements of the next five years are taken into consideration so that the necessity of entering into supplementary agreement every now and then is obviated. In the column meant for minimum No. of lamps, the immediate requirements should be entered, whereas in the column meant for "Maximum No. of Lamps" the probable No. of Lamps, which would be required by the end of 5 years, should be mentioned.

5.5 The agreement thus completed in quadruplicate alongwith the various schedules shall be forwarded to S.E concerned for acceptance on behalf of the PSPCL. Original copy of the agreement shall be retained in S.E.'s office and the duplicate one forwarded to the AE/AEE/XEN/(DS) for onward transmission to the Local

Body. The 3rd and the fourth copy of agreement should be made available to the Sr. Executive Engineer/Addl. SE and the AE/AEE/XEN(DS) for reference and record.

5.6 Extension in Street Light Points:

If the extension in Public Lighting points is covered by the maximum No. of bulbs provided in schedule I of the principal Agreement, the following procedure shall be adopted:-

- i) As soon as a requisition together with a resolution of the Local Body for extension in street light points is received, J.E. should be asked to frame the estimate and prepare four copies of Schedule IV which should be got signed from the authorized representative of the Local Body. The estimate should be forwarded to the competent authority for sanction whereas Schedule IV in quadruplicate should be sent to the Superintending Engineer. The work shall be taken in hand only after the street lighting consumer has paid the per kilowatt charges as approved by the Commission.
- ii) In such cases where the extension in public lighting points is not covered by the maximum no. of bulbs, set forth in schedule I of the Principal Agreement or wherever some change in the wattages of the bulbs which is not covered by the Principal Agreement is required, a supplementary agreement (Form CS-1 SL/S-Appendix-II) in quadruplicate should be got signed from the authorized representatives of the Local Body. The procedure with regard to the execution of the supplementary Agreement would be the same as for the principal agreement already described.
- iii) If the necessity of executing a supplementary public lighting agreement arises on account of the change in the wattage of lamps or type of fittings, sub part (4) should be scored out under the initials of the parties to the agreement.

6. CONNECTED LOAD-CHANGE OVER SWITCH:

The actual load requirements of a prospective consumer will be entered in the A&A / requisition form. In determining the actual load requirements, the following guidelines shall be kept in view:

- 6.1) It should be ensured that the entries of the load in the relevant columns of the application form are based on actual rating of devices / apparatus connected to the wiring. If, however, the actual rating of any of the energy consuming apparatus is not known, the load may be assessed on the following standard wattages for DS/NRS and general load of other categories of consumers.

Category	Light point	Fan point	Wall socket	Power socket (Single phase)	Air Conditioner
DS/BS (DS purposes)	40 Watts (½ to be counted)	60 Watt ⅓ rd to be counted)	60 Watts (¼ th to be counted)	1000 watts (¼ th to be counted)	2500 watts (1/3 rd to be counted)
NRS/ Industrial /BS (NRS purposes)	40 Watts (all to be counted)	60 watts (all to be counted)	60 watts ((⅓ rd to be counted	1000 watts (½ to be counted)	As per name plate (all to be counted)

- Note**
- a) 3 phase power sockets for NRS/Industrial purposes shall be taken as 6 kW each and ½ to be counted for connected load purpose.
 - b) Fraction of lamp/socket to be counted as one.

- c) In case single switch is used for controlling more than one lamp/appliance, the sum of all the lamps/appliances shall be taken into account for connected load purposes
 - d) In case the rating of window/Split air conditioner is not mentioned the same may be taken as 2.5 kW.
 - e) Geysers installed through power plug shall be treated as power socket only and actual rating of the geysers shall not be taken into account for the purpose of connected load.
- 6.2) Where the consumers have installed rectifier transformer, the connected load shall be taken as a sum of ratings of motors/equipments on out put side of the rectifier transformer. Capacity of the rectifier transformer shall not exceed connected load by 20% cushion.
- 6.3) **Connected load of welding sets**
- i) Where welding sets used in the premises of industrial units like rice shellers, spinning mills, cold storages, ice factories, Atta Chakkis, floor mills, cotton ginning mills, oil mills etc. for carrying out minor repairs to the machinery installed and where no job order or outside welding work is carried out, the load of one welding set shall not be counted while working out the connected load. In case, more than one welding set is used in such factories, the welding set of the lowest rating shall not be counted towards connected load and other welding sets shall be considered towards connected load.
 - ii) In case of welding sets, KVA rating indicated on the name plate by standard manufacturers will be multiplied by a power factor of 0.4 for computing connected load.
In case of unstandard makes, KVA rating of the welding set will be 75% of the product of open circuit voltage and maximum continuous hand welding current, and a power factor of 0.4 will be assumed for computing connected load in KWs..
- 6.4) Capacity of electric motor/energy consuming apparatus shall be indicated in kW and not in BHP for connected load purposes. Where connected load is given in kVA, rating in kW of energy consuming apparatus may be worked out by multiplying it with power factor of 0.9.
- 6.5) In case of computer centres, the connected load of UPS indicated in KVA will be converted into KW by multiplying with the power factor of 0.9. However, sockets installed on the output side of UPS will not be taken into account.
- 6.6) AP consumers can install only two CFL lamps at their cost at the tube-well kotha / premises.
- 6.7) **Change over switch –**

Guidelines for calculating the connected load in case of installation of Change Over Switch:-

- i) Where operation so warrants and the installation provided by the consumer is a combination of two motors / appliances (with change-over-switch or automatic computerized control system in between), the motor / appliance of higher rating will be taken into account for working out total connected load. Any number of such combinations shall be permissible in a consumer's installation;
- ii) Provision of change-over-switch / system shall be approved by the competent authority and particular motor/appliance/machinery to be operated through such a change-over-switch/system and specified in the A&A forms and test report duly verified as such before release of load.

- iii) The authority to assess whether industrial process involved warrants the installation of a change-over-switch or not and request of the consumer is genuine or not shall rest with a panel consisting of the following officers:-
- | | |
|---------------|---|
| Up to 1000 KW | Concerned Sr.XEN/ASE (DS) &
Sr.XEN /ASE (Enf.) |
| Above 1000 KW | Concerned SE (DS) and Director/Enf. |
- iv) The existing/ prospective industrial consumer, who intends to install a change-over-switch, shall be required to submit the complete particulars alongwith his request. After scrutiny of the information supplied by the consumer the competent panel shall visit the consumer's premises and if the request of the consumer is found to be genuine and the process of the industry warrants installation of a change-over-switch, the panel shall inform the consumer directly with copies to AE/AEE/XEN (DS) for further action to verify the test report and sanction of load.
- v) If an existing consumer installs a change over switch with the due permission of the PSPCL and resultantly his connected load gets reduced, he shall apply on prescribed on A & A form for reduction of connected load. No refund of Service Connection Charges etc already paid by the consumer on the basis of the original load shall be admissible.
- 6.8) The service line for the prospective consumers shall be designed and estimated on the basis of demand factor/connected load in respect of DS/NRS/SP/MS/BS (LT) categories & on the basis of contract demand in case of DS / NRS / LS/ BS (HT/EHT) consumers.

7. INSTALLATION OF AIR / WATER POLLUTION CONTROL EQUIPMENT:

- 7.1 In order to control water/Air Pollution the Govt. of Punjab has decided to impose certain restrictions on the release of power connections to the industrial units, which are required to install Pollution control equipment for control of Air/Water Pollution. All the industries for the purposes of Pollution have been divided into two categories i.e. Red and Green (List of Red/Hazardous & Green category given in Appendix-II/Annexure-B,C&D). Receipt of application for release of industrial connection, under various categories i.e. Red and Green shall be governed as per the following provisions.
- i) **NOC from Punjab Pollution Control Board (PPCB) towards air and water pollution for the release of industrial connections:**
- The prospective industrial consumers shall be required to submit 'consent to establish' (NOC) from the Pb. Pollution Control Board (PPCB) at the time of making application / requisition for the release of power connection as per provision of COS no.7.9. The clearance certificate (consent to operate/NOC) shall also be required to be submitted by the prospective consumer at the time of submission of test report. These provisions of shall also be applicable in case of extension in load.
- ii) The connections released under domestic and NRS (Commercial) categories shall not be allowed to be used for industrial purposes except in case of small welding set/small Lathe/electric drill/ heater/battery charger/ embroidery machine/printing press/ ice candy/ dry cleaning machines/ power press/ small motors in non-residential premises such as business houses, cinemas, clubs, public offices, hospitals, hotels/motels, departmental stores, shops, guest houses, restaurants, offices etc. as covered in the schedule of tariff applicable to non residential supply.
- iii) Where after having obtained connection under non-polluting category, consumer changes over to polluting category whether partially or wholly, such

consumers must get approval from PSPCL as well as specified authorities of the Punjab Pollution Control Board (PPCB), before effecting such a change over. Infringement of this requirement shall tantamount to unauthorized use of electricity and provisions of Regulation 36 of Supply Code shall be applicable.

- iv) **NOC from PPCB for Colonizers:-** No electric connection be released to any colonizer for any purpose till they submit NOC from Punjab Pollution Control Board (PPCB).
- v) The clearance certificate (NOC) shall be obtained from the concerned offices of Punjab Pollution Control Board (PPCB) in the prescribed format.
- vi) Chairman PPCB is competent to issue directions under section 31A of the AIR (Prevention & control of pollution) Act 1981 and under Section 33A of the Water (Prevention & control of pollution) Act 1974 for closure of units and disconnection of supply. In such cases supply shall be restored only on the directions of PPCB.

7.2 Siting of Stone Crushers

In terms of Punjab Pollution Control Board (PPCB), Patiala notification dated 24.4.96 electric connection may be allowed for a Stone Crusher if the following conditions are fulfilled:-

- i) Electric connection for a stone crusher shall not be allowed unless it is situated at a distance from

1. National Highway	½ K.M.
2. State Highway	1 K.M.
3. Link Road	300 Mtrs.
4. Boundary of Metropolitan City	5 K.M.
5. Boundary of a District Headquarter	3 K.M.
6. Boundary of town abadi other than approved urban colony and any existing tourist complex.	1/2K.M.
7. Boundary of village abadi or any land recorded as forest in Government records of any area which comes under the controlled area.	1 K.M.
- ii) Each stone crusher shall be located in a minimum area of one acre which should be owned by the stone crusher unit and should not be taken on lease from the Panchayat.
- iii) Suitable pollution Control measures shall be taken by the owners of the crusher to the satisfaction of the Punjab Pollution Control Board (PPCB) and also conform to all other statutory regulations, if any.

7.3 Siting of Rice Shellers, Sailsa Plants, Brick Kilns, Cement Plants / Grinding Units / Hot Mix Plants.

As per guidelines of the Punjab Pollution Control Board (PPCB) laid down in its meeting held on 4th January, 1997 rice shellers, sailsa plants, brick kilns, cement plants/grinding units should be located as per the following guidelines and accordingly no electric connection should be released to any of the above units unless the guidelines laid down below are complied with:-

- i) Electric connection for a Rice Sheller, Sailsa Plant, Brick Kiln , Hot Mix Plant or a cement plant shall not be allowed unless it is situated at a distance from

1. Limits of Municipal Corporation	5 KM
2. Limits of 'A' Class Town/City	2 KM
3. Limits of any other town/city	1 KM

- | | |
|---|----------|
| 4. Laldora/Phirni of a village | 500 Mtrs |
| 5. Limits of Wild Life Sanctuary/Zoo | 500 Mtrs |
| 6. A National Highway | 500 Mtrs |
| 7. State highway/Scheduled Road | 300 Mtrs |
| 8. A residential area(15 Pucca Houses) | 300 Mtrs |
| 9. An education institute /historical religious place/
protected monument | 300 Mtrs |
| 10. If an existing unit wants to convert to an integrated cement plant, the
minimum distance should be 200 Mtrs from National State Highway. | |

ii) Distance shall be calculated from the berms of the metalled road to the nearest stack.

8. ELECTRIC CONNECTIONS FOR TEMPORARY SUPPLY OF ELECTRICITY

The applicant requiring supply of electricity on a temporary basis will be provided such supply within seven days of receipt of the application and payment of initial security, Security (meter) and Security (works).

Provided that adequate capacity is available on the supply system of the PSPCL and the supply of electricity is technically feasible.

- 8.1) Application for temporary supply for DS, NRS, Industrial or BS purposes shall be made on the composite A&A form as applicable. Release of temporary connection will be governed by Condition of Supply no. 18 and regulated as under: -
- i) The PSPCL may arrange to give temporary supply at LT or HT for short period. The consumer shall pay the cost for providing temporary supply as per regulation 9.1.3 Supply Code besides deposit of initial security as per rates prescribed in Schedule of General Charges
 - ii) The distribution transformer must not be over loaded and spare capacity should be available. The voltage regulation of the feeder should be within the prescribed limits after providing for the temporary load.
 - iii) The intending temporary supply consumer shall obtain necessary licence / permission from the Local Authority concerned and such other competent authorities.
 - iv) Temporary supply will be permitted to an applicant under Regulation 6.5 of the Supply Code for a period not exceeding two years in the first instance. However, for construction phase of a large projects period may be extended further upto 3 years by Chief Engineer (DS) and beyond three years by CE/ Commercial.
 - v) Temporary connection applied by the Market Committees shall be released expeditiously and in no case later than 7 days from the date of registration of application.
 - vi) If a temporary connection is given for more than one month, it will be desirable to conduct periodical checking of the installation, not exceeding one month, so as to ensure that the temporary nature of the installation does not constitute any danger. Defects if any, should be got removed.
- 8.2) **Recovery of energy charges:**
Recovery of energy charges shall be made in accordance with the provisions of Schedule of Temporary Metered Supply Tariff as approved by the Commission. Meter readings for temporary supply will be taken at the end of each fortnight or at the end of each specified period, but not less than once in a month. Where supply is provided for the purpose of motive power, and in all other cases where there is a reason to anticipate heavy consumption, meter readings may be taken once a week.
- 8.3) **Temporary additional supply to LS/MS/SP/BS/DS/NRS consumers:**
Consumers temporarily requiring additional load for construction purposes will be allowed to use load from the existing connection provided the total connected load

in case of SP, MS or DS/NRS consumers with load upto 100 KW will not exceed sanctioned load. In case of LS, BS and DS/NRS consumers having load in excess of 100 KW, the sanctioned Contract Demand will not be exceeded.

9. SUPPLY VOLTAGE & TRANSFORMER CAPACITY:

9.1 Supply Voltage:

The declared voltages for supply to consumers are 230 / 400 Volts, 3.3 / 11/ 33/66/132 and 220 kV as per provisions of Condition no. 4 and 5 of COS

- i) Loads upto 10 kW and motive load not exceeding 2 BHP under DS / NRS categories shall be allowed on single-phase supply Voltage of 230 Volts. Loads above this limit shall be allowed on 3 phase LT supply voltage of 400 volts upto 100 kW. However, in case of rural areas, connections to deras, cluster of houses, dhanis & farmhouses with loads exceeding 10KW falling beyond phirni of village shall be released at LT through 11 KV system from UPS feeders without laying any LT overhead line.
- ii) AP Connections and AP high tech upto 100 KW shall be released on LT supply through HVDS by installing individual transformers of 6.3 / 10 / 16 / 25 kVA etc.
- iii) Loads exceeding 100 kW:
Supply voltage for loads above 100 KW will not be less than 11 kV for all category of connections.

9.2 Supply Voltage vis-à-vis Contract Demand:

i) Supply Voltage

The PSPCL will effect supply at High or Extra High Tension voltages of 3.3 KV, 11KV, 33KV, 66KV, 132KV & 220 KV depending upon the power requirements of a consumer and the type of equipment/machinery intended to be installed.

ii) Supply Voltage and Contract Demand

- a) LS consumers will be supplied electricity at following voltages in accordance with the Contract Demand and category of industry:-

	Contract Demand	Supply voltage
i)	Upto 2500 KVA for Power Intensive and General Industries. All Arc Furnace loads with CD upto 2500 KVA, having the specified protection system for suppressing voltage surge be released at 11 kv without levy of any surcharge.	11 KV
ii)	Consumers with Contract Demand exceeding 2500 KVA and upto 20 MVA & others Arc Furnace consumers upto 2500 KVA without having the specified protection system for suppressing voltage surge.	33/66 KV
iii)	Consumers with Contract Demand exceeding 20 MVA and upto 35 MVA	66/132 KV
iv)	Consumers with Contract Demand exceeding 35 MVA	132/220 KV

b) DS/NRS/BS Loads:

Consumers under DS/NRS/BS categories will be supplied electricity at following voltages:

Contract Demand	Supply voltage
Upto 4000 KVA	11 KV
Exceeding 4000 KVA and upto 20 MVA	33/66 KV
Exceeding 20 MVA and upto 35 MVA	66/132 KV
Exceeding 35 MVA	132/220KV

- c) **Railway Traction supply will be at** 132/220 KV

Notes :

- (i) Supply to an applicant/consumer will invariably be released at the voltage linked to Contract Demand as indicated above.
- (ii) In case there is any constraint in releasing a connection at the specified voltage, the PSPCL may cater the supply at a lower voltage on payment of surcharge as specified in the General Conditions of Tariff.
- (iii) (a) All existing LS consumers availing supply at a voltage less than that specified above, shall convert their system so as to receive the supply at the specified voltage. Till conversion to the specified supply voltage, or in case there is any constraint in such conversion, a consumer will continue to be levied surcharge(s) related to supply voltage as specified in the General Conditions of Tariff.
- (b) Existing LS consumers availing supply at 66 KV but required to convert their system so as to receive supply at 132/ 220 KV will not be levied any surcharge related to supply voltage, till such consumers request for enhancement of their Contract Demand.
- (c) Existing DS, NRS & BS consumers may get their Contract Demand sanctioned upto their existing sanctioned connected load converted into KVA (by assuming 0.90 power factor) or the existing sanctioned Contract Demand (transformer capacity) as on 31.3.2010, whichever is higher. All such consumers catered supply at a voltage lower than specified voltage, will be liable to pay surcharge only in case of any enhancement in Contract Demand.
- (d) The PSPCL may effect supply at a lower voltage on payment of surcharge as specified/may be specified in the General Conditions of Tariff if specified voltage for supply to an existing consumer for release of additional load/demand(total load/demand) is HT/EHT but there is a constraint in effecting supply at these voltages.

9.3. Facility of Cluster Sub-Stations

- a) A group of new/existing 11KV consumers each with a Contract Demand above 2500 KVA, may jointly install a 33 KV or higher voltage Cluster Sub-Station to be owned and maintained by them for which supply of electricity will be provided at 33 KV or higher voltage at one point in the premises of the leader of the group.
- b) The supply on the basis of consumption recorded at 33 KV or higher voltage will be billed for electricity charges alongwith electricity duty, octroi and fuel surcharge. Electricity and other charges will be apportioned to the individual consumers in proportion to the readings of meters installed on the 11 KV feeders of each consumer. Power factor surcharge/incentive, if any, will also be levied / allowed on the basis of readings recorded on the 11 KV feeders of each consumer.
- c) The PSPCL will sanction the contract demand of both the Cluster Sub-Station and individual consumers located in the cluster. Supply will be effected to the cluster at 33 KV provided the consumers located in the cluster agree to limit the total contract demand of the sub-station to 20 MVA. In case of a 66 KV Cluster Sub-Station the limit of the contract demand will be 35 MVA and there would be no such ceiling in case of 132 KV or 220 KV Cluster Sub Stations.
- d) Individual consumers connected to such a Cluster Sub-Station will be liable to pay demand surcharge as per General Conditions of Tariff, in case maximum demand of the Cluster Sub-Station exceeds its sanctioned Contract Demand.
- e) All consumers of the group will jointly execute an agreement on the prescribed proforma (Annexure-'1' of COS) for abiding by the conditions applicable to consumers catered by a Cluster Sub-Station.
- f) Each consumer will be deemed to be connected at the voltage at which supply is catered to the Cluster Sub-Station.

9.4 Transformer Capacity:

The size of transformer(s) shall be decided by the consumer on the basis of contract demand with cushion capacity as per his requirement.

10 VOLTAGE VARIATION LIMITS:

- 10.1) The Voltage variation as per provisions of Supply Code is as under:-
 - i. In the case of LT Supply +/- 6%
 - ii. In the case of HT Supply + 6% & - 9%
 - iii. In the case of EHT Supply + 10% & - 12.5%
- 10.2) For all categories of connections involving erection of only LT Lines, the voltage regulation shall be checked for LT side only
- 10.3) The voltage variation in rural areas shall be 9% on lower side & 6% on higher side, whereas on urban feeders voltage variation shall be +/- 6%.
- 10.4) In case of HT category of connections which are to be released on 11 KV supply voltage, the voltage regulation shall be checked for 11 KV lines only.
- 10.5) In case of tube well connections involving erection of new transformer/11 KV line and or augmentation of existing 11 KV line, the voltage regulation of the existing 11 KV line shall also be taken into consideration for the purpose of augmentation and recovery of service connection charges as per Regulation-9 of the Supply Code. In such cases, voltage regulation of 11 KV feeder may not be a constraint for issue of demand notice. However, an undertaking / affidavit may be obtained from the applicant to the effect that the release of connection is acceptable to him under the present system constraints. Connection may be released after framing of estimate and the work of augmentation of 11 kV line may be carried out afterwards.

11. INITIAL SECURITY / SECURITY (CONSUMPTION) & SECURITY (METER)

- 11.1) The A&A form for getting electric connection / additional load duly filled together with requisite amount of Initial Security and security (meter) as per rates specified in the schedule of general charges shall be presented by the applicant / consumer to the cashier in the sub-division/sub-office of the PSPCL at the time of registration of application.
 - i) **Security from PSPCL's/ PSTCL Employees:**
AE/AEE/XEN (DS) of the PSPCL may exempt the employees of the PSPCL / PSTCL from the payment of Initial Security & Security (Meter). Outstanding dues in respect of energy charges can always be recovered from the pay of the concerned employee.
 - ii) **Initial Security from SP, MS and LS Industrial Consumers:**
Initial Security from industrial consumers viz SP, MS & LS shall be got deposited with the A&A forms. The Initial Security shall be adjusted towards Security (Consumption) after release of load.
In case of mixed nature of loads (power intensive & general industrial loads) initial security shall be recovered for power intensive load & general load separately in proportion to respective loads.
 - iii) The initial security shall be adjustable against Security (Consumption) after the release of connection/additional load. Interest shall be payable on the security (consumption) & security (meter) as per provisions of Supply Code Regulation No. 17 and 19.
 - iv) Refund of Initial Security (Consumption) and Security (Meter) shall be governed as per Regulation No. 18 & 20 of the Supply Code.

- v) The cashier on receipt of A&A form and amount of Initial Security and Security (Meter) shall issue to the applicant a receipt in form BA-16.
- vi) Initial Security shall not be payable in case the consumer takes supply through pre-payment meter. Similarly no Security (Meter) shall be payable if the consumer elects to install his own meter after due testing by the PSPCL.

11.2) Transfer of Application to Other Sub-Division:

Whenever any application of a prospective consumer is transferred from one sub-division to another sub-division, Initial Security and Security (Meter) deposited by the prospective consumer shall be transferred alongwith his case file so that he is not required to deposit the same in the new sub-division.

11.3) Scrutiny by Consumer Clerk:

Full particulars of the A&A form shall be entered in the Service Register (Form CS-2) in ink.

11.4) Acknowledging receipt of application:

The consumer clerk will enter the A & A form no. and date of receipt as per entry in the Service Register on the A&A form in the space prescribed for it and acknowledge the receipt of the same to the applicant by mentioning the no. of A & A form from the service register. This acknowledgement shall form the basis of all future correspondence between the PSPCL and the applicant till the connection is released.

- 11.5) At the end of the day, the consumer clerk will supply a list of the applications received by him during the day giving the consumer's name, application/A&A form No. and security deposit receipt No. to the cashier who will enter the application no. in the main cash book from where the consumers security deposits register will be posted.

12. POSTING OF APPLICATION IN SERVICE REGISTER & MAINTAINING SEPARATE SENIORITY LISTS.

12.1) Entry in Service Connection Register:

The applications / requisitions for General, Industrial, BS, RT, Single point supply and Street Lighting supply, whether for permanent or temporary connections, should be entered in the same Service Register in the order in which these are received. In other words, separate Service Register (or sections of the same register) shall not be maintained for different classes of consumers or the different groups of consumers (i.e. groups classified according to the particular sub-station to which consumers may be respectively connected.)

12.2) Distinguishing Symbols for different Categories:

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

General Supply Applications	DS /NRS
Industrial Supply Applications	' SP/ MS /LS '
High Technology-Agriculture supply	'AP-HITECH '
Agriculture Supply Applications	' AP '
Street Lighting	' SL '
Bulk Supply	' BS '
Temporary	' T '
Railway Traction	' RT '
Single Point Supply	'SPS'

- 12.3) With a view to ensure that release of connections for different categories of applicants is rational, separate seniority lists be made out from the Service Register for (i) General(ii), Agricultural and (iii) Industrial connections.

- 12.4) An applicant for industrial connection seeking reduction in load before release of connection shall retain his original seniority and shall be governed in accordance with his original application e.g. if an applicant originally falling in LS category applies for reduction in load and consequently falls in MS category, he shall retain his original seniority in changed category with reference to his original date of application under LS category. An applicant for industrial connection seeking extension in load before release of connection shall be treated as a new applicant. The seniority shall be fixed in the category it falls as a result of increased load and shall be governed by the conditions applicable at the time of submission of revised application for extension in load.
- 12.5) If a tube well applicant applies for extension in load before release of connection, the total applied load be released in his turn by retaining his original seniority.

12.6) PROCEDURE FOR FIXING SENIORITY FOR ELECTRIC CONNECTIONS

- i) In general, all connections will be released within the time schedule specified in the Supply Code and in the order of seniority of registration of A & A form to be maintained separately for each sub-division. Separate seniority lists of applicants/consumers will be prepared and maintained for different categories.
- (ii) Seniority in respect of applications for DS/NRS and industrial connections will be maintained in separate queues as under :-
 - Queue No. 1 :Where a LT supply connection (s) / load (s) can be released without augmentation, erection and extension of distribution main or commissioning of new sub station or power transformer ;
 - Queue No. 2 : LT supply connections where augmentation/ extension of a distribution main or augmentation for distribution sub station is required ;
 - Queue No. 3 : H.T.supply connections at 11000 volts ;
 - Queue No. 4 : H.T.supply connections at 33000 volts or E.H.T supply connections.
 - Queue No. 5 All cases where supply of electricity requires erection and commissioning of a new sub station or power transformer and/or HT/EHT line as per Reg. 6.3 (c) of the Supply Code.
- iii) Deleted
- iv) All the applications, shall be dealt with in the order of seniority. This will comprise sanction of load, preparation of estimate and sanction thereof.
- v) The AE/AEE/XEN (DS) shall accord sanction to all such cases which may be within his competency and forward the rest to the Sr.XEN/ASE (DS)/XEN or SE (DS) or CE/Comml as the case may be directly. Sanctions shall be obtained from the competent authority directly to ensure issue of demand notice within the prescribed period mentioned in the Regulation – 6 of the Supply Code.
- vi) The seniority for the purpose of issue of Service Connection Order shall be reckoned from the date the applicant complies with the conditions of demand notice. The seniority of such prospective consumers who complete the formalities on the same day should be determined on the basis of original seniority of their applications.
- vii) Deleted
- viii) Wherever the release of general connection is held up for want of an energy meter and applicant has complied with the provisions of Demand Notice, the connection to such an applicant who comes forward to provide his own meter may be released in preference to those senior applicants whose cases are also pending for want of meters but who refuse in writing to supply their own meters.
- ix) **Seniority for AP Category:**
After complete compliance of demand notice separate seniorities shall be maintained instructions issued by the PSPCL from time to time in accordance with the scheme approved by the State Govt. as per Reg-5.3 of Supply Code.

13. PRIORITY CATEGORIES OF ELECTRIC CONNECTIONS:

An applicant seeking out of turn release of connection / load / demand will be required to pay per BHP / KW / KVA charges or actual expenditure (comprising of extended high voltage line, step down sub-station and service line) incurred in providing connection / load / demand which ever higher. The following procedure shall be followed for grant of priorities in respect of various categories of connections.

13.1 Deleted

13.2) Deleted

13.3) Deleted

13.4 Deleted

13.5) Deleted.

13.6) **Agriculture consumers:**

Various categories of tubewell applicants who had been allotted tubewell connection priority in the past so far and are being discussed in subsequent para 13.8. However, as per the policy approved by the State Govt. for the year 2010-11, connections to the following categories of the applicants will be released on priority basis as per cut of date from time to time:-

- i. Chairman, Discretionary Quota
- ii. Drip/Micro Sprinkler System Priority
- iii. Pb. water Resources Management & Development corporation limited) T/W Connection Priority.
- iv. Land Across International Border Fencing Priority
- v. Kandi Area (10 BHP and above submersible Pumps only).
- vi. Priority Across the River Ravi.
- vii. Priority under Family Partition.
- viii. Ex-Serviceman Priority.
- ix. Priority of Land Owners / Oustees whose lands are acquired by the Govt. of Pb.
- x. Gram Panchayats / Religious institutions
- xi. Water Logged Sem Areas of Mukatsar, Faridkot, Bathinda, Moga & Mansa Distt. Connection to be released through outsource.

13.7) **Regulation of Priorities for Agriculture Consumers:**

- i. Only one connection shall be admissible in any of the priority categories except Gram Panchayat / Religious / Charitable Institutions/ Sem Area to the applicant during his lifetime. However, in case of priority claimed under any category other than Gram Panchayat / Religious / Charitable Institutions/ Sem Area the applicant will be required to submit an affidavit on non-judicial stamp paper worth Rs.15 to the effect that he has neither availed nor applied for a tube well connection on priority anywhere else in the State. A note to this effect should be made on the A&A form.
- ii. The priority will be admissible to the person who owns land in his name or has taken Govt. Land on 99 years lease except religious/charitable institutions which will be required to submit a copy of 'Fard' of the land where tube well connection is to be installed authenticating the ownership of the land.
- iii. The priority will be admissible up to the stage of release of connection.
- iv. All the priorities shall be allowed by Sr. XEN/ ASE(DS).
- v. An applicant claiming priority under any of the above categories shall be required to furnish an undertaking on non-judicial stamp paper of Rs.15/- that in case of misrepresentation or misuse of priority by sale, lease, transfer of connection or change of name within 5 years from the date of release of connection, his connection shall be liable to the disconnection. A note to this effect shall be made on agreement and undertaking shall be tagged to the A&A form.

- vi. For release of tube well connection under General Category or any of the priority categories a land holding of minimum one acre of land shall be required.

13.8) Conditions for Regulating the Grant of priority for Agricultural Consumers.

- i. **16 Km International Border Belt** Sr. XEN/ ASE Executive Engineer (DS) concerned shall obtain a list of villages falling in the prescribed Belt of International Border. This list must be authenticated by the revenue authority not below the rank of SDM or GA to DC.
- ii. **Sub-Mountainous/ Kandi Area:** Sr. XEN/ ASE (DS) concerned shall obtain a list of villages which are wholly or partly covered under the definition of sub mountainous/ Kandi Area as per the state govt. from the revenue authority duly authenticated by SDM or GA to DC.
- iii. **Members of Scheduled Castes:** The applicant will be required to furnish a certificate of his being a member of scheduled caste on the requisite proforma from any of the following authorities:-
1. District Magistrate/ Additional District Magistrate/ Deputy Commissioner/ Additional Deputy Commissioner/ 1st Divisional Magistrate / Executive Magistrate/Extra Assistant Commissioner.
 2. Revenue Officer not below the rank of Tehsildar.
 3. Sub Divisional Officer of the Area where the applicant and/or his family normally resides.
- iv) **Disabled defence personnel serving in the defence services as battle casualty:** - The applicant shall be required to furnish certificate from the concerned Military authority to the effect that he is a disabled military personnel and still serving in the defence services as a battle casualty.
- v) **Ex-Serviceman:** The priority shall be allowed on production of a copy of the discharge certificate duly attested by the concerned AE/AEE/XEN. of PSPCL or the Tehsildar/Magistrate of the area. Ex-servicemen, widows and disabled defence personnel will be eligible to get the benefit of this priority besides a service man in his last year of service may also apply through his commanding officer for tubewell connection which shall be released on priority on production of certificate from the commanding officer to the effect that applicant is due for retirement from defence within one year.
- vi) **Handicapped/Blind Persons:** Priority will be admissible to a blind; person or a person with one leg/arm amputated or paralysed. The applicant shall be required to furnish FARD of land in support of his ownership of the land either in his exclusive capacity or as a joint ownership with family members only, provided other members have no objection to getting electric connection. Priority shall be allowed on the production of Medical Certificate from Chief Medical Officer of the district regarding the disability and an affidavit duly attested by a Magistrate that the applicant has no other source of income.
- vii) **Freedom Fighters & their widows:** Priority for release of one tube well connection to such a freedom fighter will be admissible who has land in his own name, notwithstanding the fact that he had already got a tube well connection(s) under the general category or some other priority but not under 'freedom fighter priority' category. However, a freedom fighter claiming priority shall be required to furnish a certificate of his being a freedom fighter from Distt. Magistrate concerned.
- viii) **Religious/Charitable Institutions (except deras)** This priority shall be admissible only to those religious/charitable institutions, which are run by the recognized/registered societies with the Registrar of Societies and to those Gurudwaras, which are recognized by the Shiromani Gurudwaras Prabandhak Committee. More than one tube well connection on priority will

be permissible where the land owned by the Religious/ Charitable institution exceeds 20 Acres and in such cases priority shall be allowed by SE / DS and ex post facto approval of CE / DS will be obtained thereafter. Religious places namely Gurudwaras, Mandirs, Masjidis and Churches of historical importance within Punjab State & having minimum 5 acres of land holding, to be certified by the Deputy Commissioners concerned, shall be allowed tube well connection(s) on priority.

- ix) **State Government Tubewell connection for irrigation:** All the tube well connections of the State Govt. shall be released on priority.
- x) **Family partition / Division of land:** Priority for release of one tubewell connection to each legal heir is admissible in case of division of landed property as a result of family partition under the provision of Punjab Land Revenue Act, 1887 or as a result of inheritance. The priority shall be regulated as under:-
- a) The priority shall be admissible to legal heirs on the death of a tube well consumer or to all beneficiaries on division of land under family partition.
 - b) All legal heirs/beneficiaries claiming priority shall have to produce copies of FARD indicating their respective shares in the land where original connection is installed.
- xi) **Award Recipients (Armed Forces & Civilian):** Release of one tube well connection on priority is admissible to Defence & Civilian Personnel who are recipients of the awards listed as under:-
- a) Indian Armed Forces Personnel
 - i) Param-Vir-Chakra
 - ii) Mahavir Chakra
 - iii) Vir Chakra
 - b) Civilian Officers/Personnel:
 - i) Bharat Ratna
 - ii) Padam Vibhushan
 - iii) Padam Bhushan
 - iv) Padam Shri.
 - c) The applicant will submit a proof of having been awarded gallantry/Civilian award and will be entitled only to one tube well connection under priority in this category during his life time provided he/she does not have any other tube well connection in his/her name in Punjab. An affidavit to this effect on a non-judicial stamp paper shall be submitted by the applicant.
- xii) **Educational Institutions:** Priority shall be admissible to the Educational Institutions which are recognized by the State Govt. Land to be irrigated should be the property of the Educational Institution. Only one tube well connection suitable for irrigating the land shall be allowed under this priority and it will not be permissible to obtain more than one connection by splitting the said connection.
- xiii) **Gram Panchayat:** One tube well connection on priority may be given to Gram Panchayat to enable it to lease out its 'Shamlat' land at a higher rate. The priority will be regulated as under:-
- a) The connection shall be released in the name of Sarpanch of Gram Panchayat and a copy of the 'FARD' indicating ownership of land by Gram Panchayat shall be produced alongwith the application.
 - b) The applicant shall submit an undertaking that he will not misuse the connection by sale to any other person and any violation of the undertaking will cause disconnection of supply.
 - c) More than one connection on priority, in such cases shall be allowed by the by SE / DS and ex-post facto approval of CE / DS will be obtained thereafter, if the land holding is sufficient to justify more than one tube well.

- xiv) **Deep Bore/Lift irrigation scheme Tubewells applied by societies of small/marginal farmers under Central Sectoral Scheme:** The applicant (Secretary of the society shall produce copy of registration of the society indicating the full details of its members and their agriculture land holdings etc. Connections shall be given in the name of the secretary of the society. The applicant shall furnish an undertaking that in case of misuse of priority by sale, lease, transfer of connection or change of name within 5 years, his connection may be disconnected without any notice.
- xv) **Water logged / Sem Areas of Mukatsar, Bathinda, Faridkot, Moga & Mansa District:**
- a) All the applications registered/to be registered shall be processed for issue of demand notice/release of connection in phases keeping in view the availability of material and test reports in hand.
 - b) Those applicants who had already been issued demand notices under any other priority category shall not be allowed to avail this facility and their applications be processed under the existing terms and conditions.
 - c) The priority shall be admissible to the applicants falling in the villages affected by Sem in the Districts of Faridkot, Mukatsar, Bathinda, Moga, & Mansa.
 - d) Before allowing connections on priority to the tube well applicants Sr. Xen /DS shall get verification from the revenue authority not below the rank of Tehsildar that the Village where AP connection is required is water logged / Sem affected.
 - e) Village wise seniority shall be maintained in the Sem affected villages under Lambi & Malout Constituencies of Mukatsar District. No separate queue for test reports shall be maintained in their case. The roster shall not be followed in their case and connections shall be released in a phased manner, keeping in view the availability of material and pending test reports. There shall be no ban on the issue of fresh demand notices.
 - f) Tube well Connections shall be released in the Sem affected villages irrespective of the no. of connections availed by the applicant under any other priority categories.
- xvi) **Martyrs of Kargil, Operation Rakshak in J&K & insurgency:-**
- a) One No. tube well connection for Agricultural Purposes shall be provided on priority to the family of each such martyr.
 - b) In case of Unmarried martyrs, the connection may be released in the name of parents and in case parents are not alive the same may be released in the name of brother/sister after obtaining no objection from the remaining brother(s)/ Sister(s).
 - c) In case of Martyrs, the connection may be released in the name of wife or one of the Children after obtaining no objection from other children, if any.
- xvii) **Drip / Sprinkler Irrigation Scheme:** Release of Tube well Connection on priority shall be admissible to prospective consumers in the State for Drip / Micro Sprinkler System installed on a minimum area of two hectares for fruit crops or one hectare for vegetable and non-horticultural crops. Non-horticultural crops includes all crops other than horticultural crops. Priority shall be regulated as under:
- a) Priority shall be allowed on a joint certificate from divisional soil conservation officer and Dy./Asstt. Director of Horticulture.
 - b) The applicant shall submit an affidavit duly attested by 1st Class Magistrate that in case is found to be using the tubewell connection for any other purpose, the same shall be liable to be disconnected without notice.
 - c) The material for Drip Irrigation / Sprinkler System shall be ISI marked and the purchase of equipment shall be done through demand draft with valid receipt which will be submitted by the applicant to PSPCL. The material shall be duly tested / approved by National Test Outs /

any other Agency / Govt. approved Agency or duly tested and recommended and approved by PAU, Ludhiana and Punjab Small Scale Industrial Corporation (PSSIC). Certification to this effect shall be made by Division Soil Conservation Officer / Dy. Director Horticulture.

- d) Test Report of such connections shall be verified only by AE/AEE/XEN (DS) concerned. The working of the system shall be checked by AE/AEE/XEN (DS) once in a year and certificate of checking shall be placed in the consumer case, so as to ensure that the priority is not misused.
- e) In case of misuse of this priority the connection shall be disconnected immediately.
- xviii) **Chairman's Discretionary Quota Priority:** The Chairman's Discretionary Quota priority connections shall be released as per following conditions:
- The applicant shall deposit Rs. 2000/- per BHP at the time of allotment of priority as processing fee along with requisite initial security as applicable.
 - The Service Connection Charges shall be recoverable in addition to above as per provisions of Regulation No. 9 of Supply Code.
 - The land where tubewell connection is to be installed shall be minimum one acre, owned by the applicant and a copy of the fard shall be submitted.
 - An affidavit on the non-judicial stamp paper of Rs. 15/- shall be submitted by the applicant that he has neither availed nor applied for a tube well connection on priority in the state
- xix) **Small & Marginal Farmers having land holding upto 5 acres.**
- The applicants having land holding upto 5 acres in the State and not having any tube well connection in their name anywhere in the State shall be allowed priority in the same queue (General or Priority Category). 50 % of the allotted quota for each Zone shall be earmarked under this priority.
 - An undertaking shall be submitted by the applicant on non-judicial stamp paper worth Rs. 15/- as below before the release of connection:
That my total land holding in the State is not more than 5 Acres.
That I have applied for Tube well Connection on _____vide receipt No.____dated_____ (if available).
That I have no tube well connection in my name any where in Punjab.

Signature
(Name_____Address_____)
 - The applicant shall be asked to submit latest copy(s) of the fard(s) regarding land holding with him. If the undertaking given by the applicant is found to false, connection shall be permanently disconnected without any notice and criminal proceedings shall be initiated against him.
- xx) **Tube well connections across the international border fencing & Ravi River**
- Farmers residing in the border area & whose land falls between the international border and the barbed wire fencing erected by the Indian Army or between river Ravi and International Border shall be eligible for release of connection on overriding priority basis at par with Chairman's discretionary quota connections with normal service connection charges.
 - The priority shall be admissible to the existing as well as new applicants and the connection shall be allowed under HVDS.

14. PREPARATION AND SANCTION OF ESTIMATES:

14.1 Domestic and Non Residential Consumers (LT Supply)

All the applications received in a Sub Division/Sub-Office will be passed on to JE everyday for visiting the sites and preparing the estimates. He will prepare a sketch

showing the S/Stn. concerned, mains/sub-mains and service line up to the premises. The estimate will be submitted by him to the AE/AEE/XEN (DS) within three days and AE/AEE/XEN (DS) will sanction the estimate for each application and issue the demand notice within specified time period as mentioned in Regulation – 6 of Supply Code.

- i) In all cases the estimates shall contain the following information and properly scrutinized before sanction of estimate by the competent authority. For drawl of material group estimate may be prepared.
 - a) A map or tracing in pencil showing and giving the following information:
 1. Location, name and demand of the consumer.
 2. Size and capacities of the nearest Sub-Station, high Tension and low tension mains.
 3. Calculations showing the size of proposed service lines and of extensions (if any) to HT and LT Mains.
 4. Report giving proposal to feed the prospective consumer in which careful reference should be made to the existing load of the system and effect of adding thereto the prospective consumer's load both as regards capacity and as regards voltage regulation.
 5. Calculations showing the maximum voltage variation anticipated on the consumer's premises.
 - b) Assessed cost of service connection:

ii) **Procedure for preparation of estimates:-**

- a) Only One JE shall release general service connection in a Sub-Division during a period of 6 months. AE/AEE/XEN (DS) concerned can extend this period up to 1 year if considered necessary. All connected work/formalities relating to release a connections during these six months shall be completed by him.
- b) After completion of 6 months, another JE may be allocated the work of general service connections and the previous JE maybe given time to complete the entire balance work pertaining to his 6 months, such as completion of accounts, return of surplus material, if any, to store and checking of measurements etc. JE allotted the work of subsequent 6 months will only draw the material from stores after all the material required for releasing connection in the previous 6 months has been issued to the J.E. allotted GSC for these 6 months. Certificate to this effect will be sent to the store by AE/AEE/XEN (DS) as under and only then material to next JE will be issued.

"Material required against Estimate No. _____ pertaining to _____ 6 months has been got issued by Shri _____ JE and further no material be issued against this estimate."

- iii) The release of connection is to be ensured as per time schedule mentioned in the Regulation No. 6 of Supply Code. Therefore, for release of general service connections expeditiously, stock inventory for 6 months shall be ensured by the Material Management Organization. In case of any anticipated delay in arrangement of material by the M.M. Organization for a particular 6 months. Chief Engineer/MM shall inform all SEs/DS well in advance for Spot Purchases of such short items.

In the above situation, a Spot Purchase Committee comprising of SE/DS Concerned, Dy.C.A.O. and a nominee of the MM Organization shall be constituted with the approval of Director Incharge. The committee shall procure such items only which are in short and are not expected to be received in store as per intimation of the CE/MM. The committee shall procure only such quantities which shall be consumed in a quarter. The committee shall be empowered for the purchase of a single items not exceeding Rs.1 lac at one time. The procurement shall be made from the firms who have valid BIS/PQM certification only and the

material should be BIS/PQM marked. The inspection of material shall be carried out by the committee on spot and dispatches allowed. The material shall be consigned to only one Central Store of the respective Circles. After receipt of material in store, the G.R. Notes shall be passed on to concerned SE/DS for payment. Funds shall be made available on priority for the purchase made by SE/DS against G.S.C. through Spot Purchase Committee. The work of releasing DS/NRS connections may be got completed through private contractors (duly authorized by competent authority) as per instructions of the PSPCL.

14.2 All other categories of Applicants i.e. DS / NRS (HT Supply), Agriculture, Industrial, Street Lighting, Bulk and Railway Traction Supply etc.

In all such cases, the estimates will be prepared on individual basis and got sanctioned from the competent authority. While forwarding the estimate for sanction, information required under para 14.1 shall be submitted alongwith the application and estimate. The estimate shall be prepared and sanctioned by office of CE/TL in case of 33 kV and EHT works and sent to AE/AEE/XEN (DS) concerned directly for further necessary action. The estimates in other cases shall be framed by the AE/AEE/XEN (DS) and forwarded to sanctioning authority directly to avoid delay. SE (DS) may evolve suitable procedure at his own level for sanction of estimates in time.

15. SERVICE CONNECTION CHARGES- SERVICE LINE:

15.1 i) The PSPCL will be entitled to recover from an applicant / consumer, the cost of service connection in accordance with provisions of Regulation-9 of the Supply Code (Extract of the amended Regulation-9 of Supply Code /Annexure-I of Appendix-II)). The computation of Service Connection Charges shall be made as per Regulation-9 read with regulation 10 and 19.2 of the Supply Code (as amended from time to time).

ii) The PSPCL may ask the applicant / consumer to deposit Security (works) against expenditure for providing electric line / plant as the case may be through demand notice in case of connections involving the recovery of Service Connection Charges on the basis of actual expenditure. The procedure for adjustment of Security (works) and refund thereof will be governed by Regulation 19/20 of the Supply Code.

iii) An applicant seeking out of turn release of connection/load/demand under the policy framed by the PSPCL in consultation with State Govt. will be required to pay per BHP/KW/KVA charges or the actual expenditure (Comprising of extending high voltage line, step down sub-station and cost of service line) incurred in providing the connection / load / demand whichever is higher. "

15.2 Release of connection from industrial/Urban Feeder instead of nearest UPS feeder:

Where a prospective industrial consumer opts for an electric connection from an industrial/Urban Feeder instead of nearest UPS feeder, his request be allowed provided he pays the actual cost of such work plus 16% establishment charges or per KW / kVA Service Connection Charges, whichever is higher. However, while working out actual cost with 16% establishment charges, no component of cost of distribution sub-station transformer to be installed shall be charged.

15.3 Recovery of cost of 11 KV OCB/VCB:

Recovery of cost of OCB/VCB controlling 11 KV industrial feeder for a consumer shall be regulated as under:-

i) Cost of OCB/VCB shall be included in the charge/actual cost recoverable from a consumer (LT / HT) who is to be fed through an independent feeder.

ii) Where one feeder is to be used for more than one consumer, only proportionate cost of OCB/VCB shall be charged from the applicants/consumers depending upon their contract demand and total capacity of the switchgear, which shall be taken as 5 MVA. If the total cost of OCB/VCB is say Rs.5 lacs and contract demand of first beneficiary is 2000 KVA, the cost payable by him will be Rs. 2 lacs that is 40% (2000/5000). The balance will be charged from other consumers/applicants.

- 15.4** Notwithstanding that whole or a part service connection charges have been paid by the consumer or it has been got erected by the consumer, the whole of service line together with any wires, meters and other apparatus belonging to the PSPCL on the consumer's premises shall be and remain the property of the PSPCL and shall be maintained by the PSPCL.
- 15.5** Service Connection charges shall neither be refundable nor adjustable in the monthly bills. The per kW/KVA charges are subject to revision as approved by the Commission.
- 15.6** The Service Connection charges deposited by the prospective or existing consumer shall be refunded in full in those cases where the PSPCL has not incurred any expenditure for catering supply/laying of line etc. and the consumer withdraws his application for availing connection/extension.
- i) Where the works have been taken in hand and the PSPCL has spent any amount contingent to this work, the amount so spent shall be forfeited and the balance amount of service connection charges will be refunded.
 - ii) Where the works have been completed, no refund of service connection charges/Security (works) shall be allowed.
Provided that where the actual expenditure is less than the amount of Security (works), the excess amount of Security (works) over and above the actual expenditure will be refunded to the applicant as per Regulation 19.8. of Supply Code.
 - iii) The Refund of Security (works) wherever applicable shall be regulated as per provisions of Regulation – 20 of the Supply Code.
- 15.7 PSPCL/PSTCL Employees:**
- All PSPCL's / PSTCL's employees who on transfer require domestic connection at the new place of posting are exempted from payment of service connection charges. This relaxation is not admissible to those PSPCL's /PSTCL's employees who apply for domestic connections for their own house either purchased or built.
- 15.8 Temporary Connections:**
- Service Connection charges are not to be levied in case of temporary connections. However, the charges as specified in the Regulation 9.1.3 of the Supply Code shall be recoverable.
- 15.9 Elements of Service Line:**
- i) **Elements of EHT/HT Service Line:** EHT/HT service will comprise the following:-
 - a) Length of EHT/HT Line required to release connection.
 - b) EHT/HT Switchgear including Isolator/ GO Switch both at sending end and receiving end.
 - c) Lightning Arrestors.
 - ii) **LT Service Line:**
 - a) Length of HT Line (if any) which is required exclusively for the consumer and does not form part of the PSPCL's system (measured from the nearest pole on PSPCL's mains).
 - b) Length of LT service Line which is required exclusively for the consumer (measured from the nearest pole on PSPCL's mains up to the meter)
 - c) LT Switch including LT cables from the switch (or from the transformer) if such is installed by the PSPCL.
 - d) Cut Out
 - e) In the case of an LT service line, cost of transformer expanded metal frame work HT switchgear and lightning arrestor should not be included in LT Service but if an LT switch on the LT side of the transformer is to be installed, it should be included.

16. SANCTION OF LOAD/CONTRACT DEMAND

16.1 In some of the cases the authorities competent to sanction the load and the estimate may be different. Accordingly steps shall be simultaneously taken to get the load and the estimate sanctioned from the competent authority well in time, so as to ensure the issue of Demand Notice as per time schedule given in Regulation-6 of the Supply Code.

16.2 Competency of sanction of load:

Competency of various officers to sanction loads (whether permanent or temporary) shall be as under:-

AE/AEE/XEN(DS)	:	Loads up to 100 kW at LT & HT Supply voltage
Sr.XEN/ASE(DS)	:	Loads exceeding 100 KW and up to 1000 KVA at HT Supply voltage.
SE / DCE(DS)	:	Exceeding 1000 kVA & up to 2 MVA at HT Supply Voltage except for power intensive industries.
EIC/CE(DS)	:	For loads above 2MVA (including power intensive industries) at HT & EHT Supply Voltage or consumers having a separate source of electricity at their premises.

16.3 Where the load sanctioning authority is other than AE/AEE/XEN (DS), the A & A form / case shall be sent directly to the concerned authority and got sanctioned promptly to adhere to the time schedules for issue of demand notice.

17. ACCEPTANCE OF APPLICATION AND ISSUE OF DEMAND NOTICE:

17.1 After the load applied by the prospective consumer and the estimate for carrying out works have been sanctioned by the competent authority, suitable entry shall be made in the service register. The applicant will be issued demand notice on Form C.S.5 (Annexure 11 of COS) as per seniority, intimating him to deposit the amount of service connection charges or security (works) as the case may be and for submission of NOC (if applicable) alongwith Test Report of the installation (including Shunt Capacitors in case of AP Connections).

17.2 Time frame for issue of Demand Notice:

The time frame for issue of demand notices shall be as specified in Regulation No. 6.2 of Supply Code.

17.3 Validity Period of Demand Notice

The Demand Notice will be issued to an applicant on the basis of seniority of registration of the A&A form. Subsequently, the compliance of Demand Notice will determine the seniority of the applicant. Where compliance of Demand Notice is made on the same day by more than one applicant, their seniority will be reckoned from the date of registration of application.

The applicant will make good the difference between initial security deposited and the Service Connection Charges / Security (Consumption), if any, as applicable at the time of release of connection.

17.4 Service of Demand Notice:

The demand notice may be delivered by hand or sent under registered post/ speed post or through courier. The record of such dispatches may be maintained properly and the correctness of the address of the prospective consumer shall be ensured.

17.5 **Acceptance of demand notice by the applicant:**

The consumer is expected to signify his consent in writing in the second portion of Form 'CS-5' which is meant for obtaining applicant's response for compliance of conditions of Demand Notice. After the form 'CS-5' has been duly filled in and signed by the applicant, it shall be received back from him and shall form a part of consumer case.

17.6 **Extension in Demand Notice:**

- i) Normally the request for extension in period of demand notice should be made by a prospective consumer before the expiry of validity period of demand notice. However, where a prospective consumer could not comply with the demand notice within the validity period and also could not make request for extension in validity period, his application should not be cancelled for another 3 months. After the expiry of original demand notice period, if any consumer requests for extension in period of demand notice during the period of 3 months it may be acceded to and he may be allowed extension in the demand notice period after recovering requisite extension fee for another period of three months. After the expiry of grace / extended period of 3 months, the application shall be deemed as cancelled and necessary entries in the relevant record about the cancellation of application shall be made. The earnest money shall be forfeited in such cases.
- ii) In order to appraise the applicant/consumer about the expiry of demand notice period and cancellation of application etc. following clause will be incorporated in the demand notice.
" If the pre-requisites as mentioned above are not complied within the validity period of _____ months from the date of issue of demand notice your application shall be liable for cancellation without serving any further notice. However, if you want extension in the validity period of demand notice, a written request in this regard should be made to this office before expiry of validity period alongwith a deposit of Rs. _____ as extension fee. Please note that if no such request for extension in demand notice period is made within 3 months period from the date of expiry of original demand notice period, your application shall be treated as cancelled."
- iii) **Charges for Extension in Demand Notice**
Demand notice extension fee will be charged for extension of three months as per the rates specified in Schedule of General Charges.
- iv) In cases where PSPCL is ready to release the connection / but the consumer / applicant does not come forward for availing the load after depositing requisite securities and service connection charges or cost of line, the applicable MMC shall be chargeable from the date of readiness of PSPCL works. The applicant will be issued 15 days notice by the concerned office through registered post after completion of the works indicating readiness of the PSPCL to release the connection / extension. After the expiry of said notice period consumer shall be billed on monthly minimum charges as per applicable schedule of tariff.
- v) Where the consumer / applicant is ready to take supply but PSPCL 's works are not ready, the extension in demand notice period shall be allowed in blocks of three months by the load sanctioning authority keeping in view, the progress of works without any levy of extension fee.

17.7 **Authority Competent to extend the period:**

- i) For extension in period of demand notice of all categories of consumes (except AP), the competency for allowing extension in demand notice period from the date of expiry of original demand notice period shall be as under:-
 - a) AE/AEE/XEN(DS) : Up to three Months for all categories of loads from the expiry of original demand notice period.

- b) In hardship cases of industrial consumers (LS category) request for extension beyond six months of the original demand notice period may be entertained where the prospective consumer has made substantial investments but is unable to commission the project for the reasons not directly under his control or in case of industry with long gestation period. Extension in validity period beyond six months may be allowed on merits by load sanctioning authority.
- ii) The officers while allowing extension in demand notice period will ensure that such an extension shall only be given to the original consumer or his legal heir(s) at the original site and no shifting of site is involved. The loading conditions of the distribution system shall be kept in view at the time of allowing extension in validity of demand notice period.
- iii) **Revival of Cancelled Application / Demand Notice (except AP):**
Where an applicant is not able to apply for extension in demand notice within the original/extended period of demand notice and his application has been cancelled or deemed to have been cancelled, such requests may be acceded to by Sr. XEN/Addl.SE (DS) concerned subject to the following conditions:-
- a) Consumer deposits the revival fee at twice the rate of demand notice extension fee in addition to normal demand notice extension fee per quarter as applicable.
- b) Such an extension in demand notice or revival of cancelled application shall be allowed only for a period of three months to be reckoned from the expiry of the validity of original demand notice.
- c) Initial Security and Service Connection Charges as in vogue at the time of revival / extension of demand notice shall be payable.
- iv) **AP Connections: -**
In case of Tubewell, the revival of cancelled application and extension in period of demand notice after expiry of original demand notice period shall be regulated as under subject to recovery of charges mentioned in (iii)(a) above: -

AE / AEE / XEN / DS	Upto two years from the expiry of original demand notice period.
Sr. XEN / ASE (DS)	Beyond two years and upto four years from the expiry of original demand notice period.
SE / Dy. CE / DS	Beyond four years and upto six years from the expiry of original demand notice period.
EIC / CE (DS)	Beyond six years and upto ten years from the expiry of original demand notice period.
CMD , PSPCL	Beyond ten years , through CE/EIC Commercial

18. COMPLIANCE OF DEMAND NOTICE AND VERIFICATION OF TEST REPORT:

- 18.1) For DS/NRS category of consumers having load up to 50 KW, test report shall not be verified by any officer of PSPCL but authorized wiring contractor's test report will be taken as authentic and final for healthiness of wiring and installation of load as per A&A forms. No cognizance to be taken if load installed is less than the sanctioned load/load mentioned in the test report.
- 18.2) The test reports in respect of DS/NRS consumers having loads above 50 KW/ industrial/bulk supply connections shall be verified by the AE/AEE/XEN (DS) personally. However, the verification of test report in respect of AP connection shall be done by AAE or JE concerned having jurisdiction of the area. He will be responsible for any lapses in regard to installation of BIS marked pump sets or compliance of other requirements or installations of BIS make shunt capacitors by AP consumers.

- 18.3) Tube well applicants shall be asked to give complete details of the pump set indicating Sr. No., Make/type(directly coupled/mono-block) rating of motor etc. Whenever a consumer replaces his pump set, fresh test report should be obtained so as to have the complete record of the new pumping set.
- 18.4) **Pump Efficiency:**
- i) AP consumers are required to comply with the following standards:-
 - a) Delivery pipe should not be more than two feet above the ground level water channel except for the consumers having an underground irrigation system
 - b) Bend used in the delivery pipe should not be sharp but of suitable curvature ;.
 - c) Pump set should be installed on a levelled cemented foundation. Consumers not complying with these standards are liable to pay surcharge as per General Conditions of Tariff.
 - ii) Deleted
 - iii) **Verification of Test Report and Checking of Installation:**
While verifying the test report, it must be ensured that the above provisions have been complied with failing which test report shall not be approved.
- 18.5) No connection shall be released against a false test report or where the installation has not been carried out by the prospective consumer. Any official/officer responsible for breach of these instructions will be liable for dismissal.
- 18.6) It should be ensured that no Test Report is rejected on flimsy grounds. Whenever a test report is rejected by a Junior Engineer/AEE, an information should be promptly given by him to the AE/AEE/XEN giving detailed reasons for the rejection. In exceptional cases if AE/AEE/XEN(DS) is satisfied that the Test Report has been rejected without valid reasons, he may order that the connection to the applicant should be given before any other connection is taken up.
- 18.7) In case the test report of a consumer is failed except for reasons where motor or switch gear etc., has not been installed, the applicant will not lose his seniority. However, the applicant will lose his seniority, if a test report is failed being found bogus i.e. motor and switch gear etc. having not been installed and this will be treated as a case of test report not having been submitted and applicant will be suitably informed.
- 18.8) In other cases where minor defects are noticed for example absence of shock treatment chart, thimble of earth wire not properly screwed/bolted or loose, the applicant shall be given 15(Fifteen) days time to remove these defects/deficiencies and to re-submit the report. If on re-inspection, the test report is found to be in order, the applicant shall retain his old seniority based on the receipt of test report in the first instance.
- 18.9) **Appeal to Chief Electrical Inspector against failure of Test Report:**
- If any applicant or a consumer is dissatisfied with the rejection of the test report, he has the right to appeal to the Chief Electrical Inspector to test the installation under rule 52 of the Indian Electricity Rules, 1956 or Regulations notified by CEA under Section 53 of the Act. The decision of the said Inspector will be binding on the consumer as well as the PSPCL. While intimating the defects to the consumer under relevant rules, he should also be informed of his right to appeal so that if he so desires, he may exercise the same. The charges incidental to such testing will be borne by the consumer himself.
- 18.10) **Verification of T.R. in case of extension in load:**
- Test Report submitted by a consumer for release of extension in load shall be verified within three days, if no additional material/augmentation is required and the

consumer has deposited the requisite charges and completed other formalities, extension in load will be deemed to have been released from the date of submission of test report/completion of formalities.

In case of extension of load, where augmentation of the system is involved, it may be ensured that after verification of test report, installation is duly sealed in such a manner that the consumer is not in a position to utilize the additional load, till it is released by the PSPCL. In other words, the isolating device for the circuit or individual LT Switches/ Starters of the individual motors proposed to be connected after the augmentation of system should be sealed. During the intervening period after issue of demand notice and actual release of extension in load to all categories of consumers except tube-wells, the load so installed shall not be treated as unauthorized load for the purpose of load surcharge provided such installation has not been put to use for commercial production by such a consumer. After receipt of test report the load so installed shall not be treated as unauthorized extension.

19. INDEPENDENT 11 KV FEEDER FOR CONTINUOUS PROCESS INDUSTRY/ ESSENTIAL SERVICES:

Consumers running Essential Services and/or continuous process industries or other Industrial consumers with a Contract Demand exceeding 500 KVA may apply for an independent 11 KV feeder to avail of the benefit of uninterrupted supply of electricity provided they agree to pay the cost of the independent feeder, Oil Circuit Breaker (OCB)/ Vacuum Circuit Breaker (VCB) and establishment charges.

When a consumer obtaining supply from an existing common feeder is allowed an independent feeder, the cost incurred in converting the existing feeder into an independent feeder including the cost of shifting the supply system of other consumers connected to the existing feeder will be payable by that consumer. A consumer requiring supply from an independent feeder who has initially paid only prorata cost of switchgear as per Reg. 9 of the Supply Code will be further liable to pay remaining cost of OCB/VCB after adjusting the prorata cost already paid.

The independent feeder provided at the cost of a consumer will not be tapped/extended to provide supply to any other consumer. However, if such tapping has to be resorted to on account of technical constraints, then it will be effected only with prior concurrence of the consumer who had borne the cost.

19.1) Deleted

19.2) Deleted.

20. SERVICE CONNECTION ORDER AND ALLOTMENT OF A/C. NUMBER:

- 20.1 After obtaining the report that the test report submitted by the consumer has been found to be in order, AE/AEE/XEN (DS) will issue an installation order in form C.S-5(Appendix-II) and after execution / compliance of installation order by J.E. the service connection order shall be issued on Form CS-6 (Appendix-II) for release of load and a reference shall also be made of the service connection order (No. & date) at the bottom of the installation order.
- 20.2 It shall be ensured that only one Service Connection Order Book is used at a time for all categories of connection in one Sub-office/sub-division/special division.
- 20.3 As soon as service connection order has been made out, the consumer's name shall be entered in the Consumer's Ledger and a new account no. shall be allotted before actual issue of the same. The new account number besides being entered in the Service Register shall also be mentioned on the Service Connection Order.
- 20.4 To avoid any omission, it will be the personal responsibility of RA/ARA to see and verify that the formalities of the SCOs are properly completed. He shall sign the SCOs in token of having checked the same and also write the words "A/C No. ___ entered in ledger" on the top of the SCO. The AE/AEE/XEN (DS) and AAE Incharge of Sub-office shall also see that procedure as laid down above is followed rigidly. The S.C.O must not be signed unless the above entry is made by the RA/ARA in the ledger.

21. MEASUREMENT OF SERVICE LINES

- 21.1 Consequent on the splitting of service connection order into Installation order (CS-5) and Service Connection Order (CS-6), it is essential to carry out and record the measurements of the work executed before the release of connection.
- 21.2 On receipt of the Junior Engineer's AAE's report that the connection has been installed, the AAE/AE/AEE/XEN/(DS) shall personally examine and take measurements of the service line installed and record a certificate to that effect on the reverse of service connection order. The measurement of the service lines should be taken in accordance with the following rules:-
- i) **Sub Division up to 6000 connections (including Connections in Sub-Offices):**
The AE/AEE/XEN(DS) shall check all entries relating to industrial connection and also where mains and sub-mains have been laid in respect of DS/ NRS connections, he should check 20% of service lines, including all the service lines having length more than 100 metres.
 - ii) **Sub-Division having more than 6000 connections and where AAE is attached:** AAE will perform the percentage check as above. The AE/AEE/XEN (DS) will however, still check 50% of the entries relating to industrial connections and mains/sub-mains. The check would also include the connections in sub-offices under the charge of AAE.
 - iii) In the Sub-Office under the charge of AAE, functions of AE/AEE will be performed by the AAE In charge of the sub-office.

22. TIME LIMITS FOR GRANT OF CONNECTION:

- 22.1 After compliance of conditions of demand notice and submission of test report, the connection to various categories of applicants shall be released as per following time schedule read with the provisions of Regulation 6 of Supply Code:-
- i) Within (30) thirty days from the date of compliance of the Demand Notice where no augmentation, erection and extension of distribution sub station / main or commissioning of new grid sub-station or power transformer is required for effecting such supply,
 - ii) In cases where augmentation/extension of a distribution main or augmentation of power transformer/distribution sub station is required but there is no requirement of erecting and commissioning a new distribution sub station or power transformer, the supply will be provided within the period specified hereunder:

Type of service connection requested	Period from date of compliance of Demand Notice within which the PSPCL shall provide supply
Low Tension (LT) supply	45 days
High Tension (HT) supply - 11000 volts - 33000 volts	60 days 120 days
Extra High Tension (EHT) supply	120 days

- 22.2) SE/DS shall at the earliest but not later than fifteen days before the expiry of time schedule for release of connection seek approval of the Commission, through Nodal Officer for extension of period specified above in 22.1, in cases where the magnitude of work is such that the PSPCL may reasonably require more time. Nodal Officer for this purpose shall be SE (T) to Dir (D).
- 22.3) The period for release of connection shall not be operative where there is delay in providing electricity connection on account of time taken for statutory clearances,

acquisition of land, obtaining right of way or approval of Chief Electrical Inspector for installations of applicant or PSPCL or other reasons beyond the reasonable control of PSPCL as provided in Regulation 8 of the Supply Code.

- 22.4) The connections shall be released as per above time frame provided the PSPCL is not prevented from doing so by any court order, cyclone, floods, storms or other occurrences/circumstances beyond its control.
- 22.5) Where connections can not be released within the above time frame, reasons for delay shall be displayed on the Notice Board and position shall be brought to the notice of SE/Dy.CE(DS) and CE/DS for seeking approval of Commission for extension of time period.

23. DISPOSAL OF PENDING APPLICATIONS.

At the close of each month, an abstract in the service connection register should be got prepared by the AE/AEE/XEN(DS)/AAE Incharge of the sub-office. The abstract should show clearly the number of pending applications and applications received during the month. The pending applications shall be scrutinized by the AE/AEE/XEN(DS) personally and necessary action taken to see that arrangements are made to make supply of power available to all eligible applicants. Where the applicants have failed to comply with the Demand Notice and have also not requested for extension in Demand Notice period within the stipulated time, the applications shall be cancelled.

24. APPRISING APPLICANTS ABOUT THE STATUS OF THE APPLICATION:

- 24.1) AE/AEE/XEN (DS) shall ensure that applicants are provided due information about the disposal of their applications for release of connection/extension in load. All inquiries from the prospective consumers in respect of the disposal of their applications for grant of electric connections should be promptly responded.
- 24.2) A seniority list of pending applications (category wise) should be prepared & displayed on notice boards at sub-divisions/sub-offices separately for the stage prior to issue of Demand Notice (based upon their actual date of registration) and for the stage after the compliance of demand notice. (based upon the date of complete compliance of Demand Notice by each applicant). Such seniority lists should be updated every week.
- 24.3) Senior Officers when on tour to a particular sub-divisional office must check that such lists are being complied, updated and displayed.
- 24.4) A copy of such lists should also be supplied each month to the Sr. XEN /ASE for keeping a watch that the schedules for disposal of applications are being adhered to.

25. RECORDING OF CONSUMER CASE & CUSTODY OF APPLICATION AND AGREEMENTS:

- 25.1 A Separate file will be maintained by Sub Divisional Office for all applicants / consumers and all documents relating to him, as mentioned below be recorded therein:-
- i) Requisition for supply of energy in case of LS consumers having loads above 500 kVA.
 - ii) Copy of A & A Form, depending upon the category of consumers.
 - iii) Service Estimate.
 - iv) Intimation of acceptance of application and Demand Notice (E.B. Form CS-5 Annexure 11 of COS).
 - v) Wiring Contractor's test report and PSPCL's installation Test Order (Form CS-4 Appendix-2).
 - vi) Service Connection Order (Form CS-6).
 - vii) Any correspondence with the consumer and higher officers in respect of connection.

- viii) Copies of any other papers such as affidavit/NOC/Clearance Certificate (as applicable) in case of Polluting Industries, NOC from authority controlling roads etc. or any undertaking, indemnity bond given by the consumer or documents submitted for claiming priority.
- ix) The file shall be headed as follow:-
 - a) Name of consumers
 - b) Application No.& Date
 - c) Account No.
 - d) Connected Load/Contract demand (if applicable).

25.2 Custody Of Application And Agreements:

- i) All the completed Consumer Cases together with the original documents shall be kept in steel almirahs in the sub-office, sub-divisional Office, Divisional Office, SE / Dy.CE (DS) concerned and CE/DS in the safe custody by various officials as follows:-
 - a) RA/ARA : Domestic, Non-Residential and AP connections
 - b) AE/AEE/XEN : All categories of connections except Domestic, Non-Residential and AP connections
 - c) Sr.XEN/ASE(DS) : Large Industrial, Railway Traction, Street Light, single point supply connections and all other categories for loads exceeding 100 KVA.
 - d) SE/Dy.CE (DS) : Copy of agreement for all loads exceeding 1 MVA and upto 2 MVA and street lighting
 - e) CE/DS : One copy of the agreement relating to Large Supply, Railway Traction and Bulk Supply Connections with connected load exceeding 2 MVA/ Power Intensive Loads.
 - ii) Due arrangement should be made to ensure that the agreement and the documents are not allowed to be tampered or pilfered.
 - iii) Documents and agreements relating to DS/NRS (LT) and AP connections up to 20 kW may be kept in lots of 50 duly indexed in separate files.
 - iv) Documents and agreements for SP, MS/BS and DS//NRS (21-100KW) connections may be kept in lots of 25 duly indexed in separate files.
 - v) Documents and agreements for all loads exceeding 100 KW be kept in separate files.
- 25.3) A photocopy of accepted A&A form/agreement shall be supplied to the consumer on payment of Rs.5/- per copy, if so requested by him. As far as possible photocopies of the agreements shall be made available to the Medium, Large, Bulk Supply, Railway Traction and Street Lighting consumers after obtaining their acknowledgement.
- Load sanctioning authority shall supply a photocopy of sanctioned and accepted A&A Form in case of MS/LS/BS/ RT/ SPS and DS/NRS (exceeding 100 KW) consumers to Centralized Billing offices.
- 25.4) All the consumer cases be serially numbered category wise and entered in a register giving full particulars of the documents relating to the consumer's case. Such registers should be maintained properly in each Sub-Division/ sub-office.
- 25.5) **Transfer of Documents/Consumer cases:**
- i) At every change of charge, a clear certificate of handing and taking over charge of these documents shall be prepared and kept in the Sub-Divisional Office for record. Simultaneously entries be made in the register referred in para 25.4 above. A copy of the certificate of transfer of charge be also sent to the Divisional Office to facilitate fixing of responsibility in case of any missing document.

- ii) When connections are transferred from one sub-division/division to another sub-division/division, proper handing over/taking over of the agreements/documents and consumer files shall be carried out so as to ensure that no case or documents is lost in the process of transfer of consumers cases from one office to another.

25.6) **Stock Taking:**

In order to ensure that all the consumer cases as well as the agreement and allied documents are available, stocktaking shall be carried out periodically.

- i) Stock taking of consumer cases/agreements for DS, NRS and AP Connections shall be carried out once in two years (50% each year) preferably in the month of October.
- ii) Stock taking of consumer cases/agreement for the rest of the consumers should be carried out annually preferably in the month of September.
- iii) If as a result of Stocktaking any of the agreement/consumer case is found missing, report shall be made to the AE/AEE/XEN. For cases pertaining to MS / LS / BS / RT and Street Lighting report shall also be made to the SE/CE (DS) or CE(Comml.) i.e. authority competent to sanction the load. Besides fixing responsibility and proceeding against the delinquent official/officer all out efforts should be made to reconstruct the consumer case and also to get fresh agreements signed from the concerned consumer within a period of three months.
- iv) In order to check and enforce this provision, Sr.XEN/ASE (DS) shall particularly see during his routine tours and also during annual inspection that these instructions are meticulously followed. Any breach in the observance of these instructions should be reviewed seriously and suitable steps be taken to avoid its recurrence.

26) AVAILING OF FULL SANCTIONED LOAD / DEMAND AT THE TIME OF RELEASE OF CONNECTION IN PHASES-BILLING THERE OF:

The applicants can avails sanctioned load / demand in phases as per provisions of COS-17.

- 26.1 An applicant of DS/NRS with connected load up to 100 KW and SP/MS categories may avail the sanctioned load in phases, within a period not exceeding six months. The billing of such a consumer, in the interim period, will be on the basis of load actually availed of. The PSPCL will, through a notice inform the applicants to build up the sanctioned load or surrender the unavailed load before the expiry of six months from the date of release of the first phase. If the load is not built up as required, the sanctioned load of the consumer will be reduced to the load actually availed of and billed under the relevant category.

In the case of consumers with load exceeding 100 KW, building up of the Contract Demand in phases will be allowed by the load sanctioning authority of the PSPCL and the consumer billed accordingly.

- ii) Deleted.
- iii) Deleted.
- iv) Deleted.
- v) Deleted.

26.2 Undertaking for building up the load:

An undertaking from all such consumers who are allowed to build up the load/demand gradually should be taken in the following form to avoid unnecessary blocking up of load/demand and consequent loss of revenue:-

" I undertake to make up the load/demand to the extent of the load and demand sanctioned within a period of six months from the date of connection failing which or in the event of any part of the load being disconnected later, the application may be deemed to have been duly modified for the load/demand actually connected at the time of expiry of said period of six months and I further agree to submit fresh A&A Forms for the same."

26.3 Deleted

26.4 Meter Rentals:

The meter rental shall be levied according to the capacity of the meter installed and cost thereof as revised from time to time.

26.5 Service Connection Charges:

Service Connection Charges on full Contract Demand/sanctioned load will be recovered and no refund will be allowed, even if the consumer does not build up the load after expiry of 6 months.

26.6 Deleted

27. EXTENSION / REDUCTION IN LOAD / DEMAND:**27.1 HT / EHT Consumers:****i) Increase in CD with or without increase in connected load:**

In case of HT / EHT consumers increase in contract demand with or without increase in connected load shall be treated an application for additional load and the same shall be governed by the provisions of Regulation-9.1.2 of the Supply Code for the purpose of recovery of Service Connection Charges. The conditions laid down in Instruction No. 3.3 in regard to UUE/theft of electricity or defaulting amount shall also be applicable in such cases.

ii) Extension in connected load without increase in contract demand by HT / EHT Consumers:

Where the additional load is installed, requisite procedure as applicable to extension in load cases shall be followed with regard to NOC from PPCB for LS connection and provisions of Instruction No.3.3 in regard to UUE / Theft of Electricity or defaulting amount. Consumers desirous of getting extension in their connected load without any change in contract demand shall be permitted to avail such extension in connected load on priority. The consumer will submit new A & A Forms & a new Test Report in the office of AE/AEE/XEN (DS) alongwith details of the extension in load applied.

After compliance of the above stipulations, the extension in load shall be deemed to have been sanctioned / released from the date, the consumer registers his application and complies with the formalities. Simultaneously, AE/AEE/ XEN (DS) shall forward the new A & A Forms to the competent authority directly for sanction of load and acceptance of new/A & A Forms.

27.2 Extension in Load by other categories of LT consumers except AP:

The application for extension in load shall be dealt with as an application for new load. After receipt of the test report and requisite service connection charges, AE/AEE/XEN(DS) shall verify the test report expeditiously so that the extension in load is released to the consumer within the prescribed period as mentioned in Regulation –6 of the Supply Code.

In case AE/AEE/XEN (DS) fails to do so, the load shall be deemed to have been released automatically and such a consumer shall not be liable to pay any charges for the load so connected after the date of submission of test report. The above provisions shall be applicable where no defaulting amount is pending against the consumer.

27.3 Extension in load / demand in cases involving disputes/outstanding amount:
The extensions in load or contract demand to consumers involved in disputes shall be disposed off in the light of the provisions of Instruction No.3

27.4 Reduction in Contract Demand by HT / EHT Consumers:

- i) An industrial consumer who desires to get his connect load / contract demand reduced must apply for the same on the prescribed A & A form as applicable.
- ii) The AE/AEE/XEN (DS) will ensure that the reduced contract demand is got sanctioned from the competent authority within a period of 15 days from the date of receipt of application complete in all respects. The reduced contract demand will be effective for the purpose of billing from the date it is sanctioned and intimated to the consumer or from the billing month falling after the expiry of 30 days from the date of receipt of application for reduced contract demand whichever is earlier. Even if the reduced load / contract demand is not sanctioned within 30 days, it will be deemed to have been sanctioned for the purpose of billing after 30 days from the date of receipt of application complete in all respects. It should be ensured that MDI is recorded and reset at the time of increase / decrease in contract demand.
- iii) No refund in respect of service connection charges already deposited will be admissible. Service Rental, if being paid, shall continue at the original rates even after reduction in contract demand. Meter rentals will be charged on the basis of the actual meter installed. Security (consumption) shall be reviewed and excess amount if any shall be refunded as per provisions of Regulations-18 of the Supply Code.

27.5 Reduction in connected load by Consumers other than HT / EHT Category:

- i) Reduction in load will not effect the service line rentals, if applicable.
- ii) Meter rentals will be charged on the basis of cost of the actual meter installed.
- iii) Billing on the basis of reduced load shall be done from the date of sanction and intimation to the consumer or from the billing month falling after the expiry of 30 days from the receipt of application for reduction in load (whichever is earlier). If the reduction in load necessitates change of supply voltage the time limits specified in the Supply Code Regulation No. 11 shall be applicable.
- iv) The authority competent to sanction the original load shall allow reduction in connected load.
- v) The consumers willing to reduce their load at the existing supply voltage level shall be allowed reduction in load at the same supply voltage at which they are presently being fed.

27.6) Reduction / Extension In Load by AP Consumers;

- i) The request for reduction in connected load by an AP consumer will be submitted in A & A form no. CS-1 along with the Electrical Contractor's report. Such a request will be granted within a period not exceeding thirty days.

Such applications should be dealt with in their own seniority and are not to be mixed with the seniority for release of new tube well connection. AE/AEE/XEN (DS) will have full powers to sanction the reduction in load.

ii) The extension in load of AP Connections shall be regulated as under:-

- a) A consumer applying for extension in load shall submit A&A forms alongwith the requisite security. On approval of the extension in load by the load sanctioning authority (as mentioned in clause no.16.2), demand notice shall

be issued requiring the consumer to pay Service Connection Charges as per Regulation – 9 of Supply Code and also to submit the new test report at the time of compliance of the demand notice.

- b) Demand Notice for extension in load shall be issued after maintaining two separate seniorities as mentioned in c& d below.
 - c) **Where augmentation of the system is not involved:**
Under this seniority, demand notices shall be issued immediately after receipt of application & agreement form. The extension shall be allowed without any delay after the deposit of service connection charges and submission of Test Report.
 - d) **Where augmentation of the transformer or supply system is involved:**
Under this seniority demand notices shall be issued after augmentation of the transformer/supply system by observing usual formalities as already in-vogue regarding augmentation of the system. Extension in load shall be released within the period specified in Regulation – 6 of Supply Code.
- iii) If the AP applicant applies for extension / reduction in load to the load already applied and yet to be released, the same may be allowed on his turn by retaining his original seniority.

28. CHANGE OF MODE OF SUPPLY FROM 400 VOLTS TO 11 KV & VICE VERSA:

- 28.1 Conversion of LT Supply to HT Supply will be allowed by the competent authority to sanction the load after observing the following:-
- i) Such conversion is technically feasible.
 - ii) The consumer submits revised agreement complete in all respects for getting supply on higher voltage.
 - iii) The tariff schedule as applicable for higher voltage shall be made effective from the date of actual conversion of supply from LT to HT on the basis of entries made in Sundry Job Order etc.
 - iv) Consumer agrees to pay the cost of deposit estimate which PSPCL may have to frame for making changes in its existing distribution system and for providing additional material for erection / dismantlement of LT/HT Lines etc. if any.
- 28.2) The time schedule mentioned in the Regulation No. 11 of the Supply Code for conversion of Supply shall be adhered to.

29. SPLITTING / SHIFTING OF CONNECTIONS

- 29.1 Splitting of industrial & Agriculture loads shall not be permissible

29.2 Shifting of Industrial/Tube well connections:

If an industrial/tube well consumer wants to shift his connection, it may be allowed by the AE/AEE/XEN/ Sr.XEN/ SE/CE/(DS) within their jurisdiction. Where shifting is from one zone to another, it shall be allowed by Chief Engineer (Commercial). Such shifting shall be subject to deposit of requisite shifting fee as prescribed in the Schedule of General Charges applicable from time to time.

The above fee shall be adjustable towards the cost of shifting as provided in the estimate of actual expenditure, in view of provisions of Regulation 11.4 of Supply Code. The excess amount if any shall be refunded to the consumer. In case the consumer does not come forward to comply with the formalities of demand notice the shifting fee shall be forfeited.

- 29.3 Shifting of Tube well connection at the new site shall be done only under HVDS. However, shifting may be allowed on LT if it is technically feasible to release the connection at the new site on LT i.e if the feeding Transformer at the new site can take up the load.

29.4 Charges for shifting of DS / NRS / Industrial Connection:

The consumer shall be required to pay shifting charges based on the actual cost of shifting as per deposit estimate and the shifting shall be subject to technical feasibility for loads above 100 kW.

29.5 Charges for shifting of a Tube well connection:

- i) Shifting of tube well connection involving dismantlement of old service line and erection of service line at the new site including installation of transformer, the consumer shall pay the entire cost for HVDS except the cost of distribution transformer which shall be provided by the PSPCL.
- ii) The consumer requesting for shifting of connection at the new site/land shall produce 'Fard' of the land where the connection is required to be shifted in token of his being the owner of atleast One Acre of the land.

29.6 Change of site of connection before actual release:

The applicant for a tube well connection can apply for change of site of connection due to unsuitability of land/water or sale of original land and purchase at a different place or any other genuine reasons. Change in site shall be allowed by the AE/AEE/XEN (DS), Sr.XEN/ASE (DS), SE/Dy. CE(DS) and CE/DS. within their jurisdiction. Where change in site involves change of sub-division/division/ circle/ zone, inter seniority shall be assigned as per original date of registration in the new sub division where application is so transferred. In case of shifting of site from one zone to another is involved approval of CE/Commercial, shall be required. The applicant shall submit a proof of the ownership of the land where he wants to get the connection due to change of site.

29.7 Simultaneous shifting and Change of name in case of AP Connection:

Any agriculture tube well connection in the state can be shifted to any other place in the state only in the name of existing consumer or his family members provided the original consumer or his family has got minimum 1 acre of agriculture land at the new site and as a proof the copy of the Fard authenticating the ownership of the land shall be submitted. The word family includes the consumer, his/her wife husband children grandchildren and parents.

Note: Shifting /change of name in respect of tube well connection released under priority category shall be governed as per conditions applicable.

- 29.8 The time Schedule for shifting of DS/ NRS/ Industrial/ Tube well Connections as mentioned in Regulation No. 11 of the Supply Code shall be kept in view.

30. CHANGE OF NAME/ TITLE:

- 30.1 The consumer shall not, without previous notice in writing to the PSPCL, assign, transfer or part with the benefit of his agreement with the PSPCL nor shall the consumer in any manner part with or create any partial or separate interest thereunder.
- 30.2 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 will be accompanied by the following documents:
 - (a) Death certificate
 - (b) Succession certificate
 - (c) No objection from other heirs to the connection being transferred in the name of one of the heirs.

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. Alternatively, Sajjra Nasad (ਸਜਰਾ ਨਸਦ) certified by the revenue officers (ਰੈਵਿਨਿਊ ਅਧਿਕਾਰੀਆਂ) will also be acceptable in place of succession certificate in the absence of the documents at (a) & (b) above. AE/AEE/Xen(DS), PSPCL concerned will issue notice to arrange gathering of the

villagers for seeking/ hearing objections from all the claimants / legal heirs of the deceased consumers as appearing in the Sajjra Nasad (ਸਜਰਾ ਨਸਦ) and in the same gathering, the connection will be immediately transferred by AE/AEE/Xen(DS) PSPCL in the name of the legal heir in the presence of Gram Panchayat and Nambardar after getting certification on a plain paper regarding death of the deceased consumer from his/her legal heirs/ claimants duly authenticated by the Gram Panchayat / Nambardar. When this certification will be done in the full gathering of the villagers, there will be no need of any affidavit.

The PSPCL will, on the submission of the above documents, transfer the connection subject to the condition that it is not required to be shifted to another premises and that charges payable as per the Schedule of General Charges have been deposited with the PSPCL by the transferee.

In case the transfer of the connection is not obtained within 6 months of the death of a consumer, the PSPCL will issue notice requiring that any of the heirs submit an application for transfer of the connection within 15 days of the service of notice. The connection is liable to be disconnected in case no application is submitted to the PSPCL within the period indicated in the notice.

- 30.3 If there is any change in the partnership, a certified copy of the new partnership deed shall be supplied and a new agreement shall be executed.

In case of a company, if there is any change in its constitution, certified copy of the Memorandum & Articles of Association alongwith relevant documents shall be supplied. If required by the PSPCL a new agreement shall be executed.

- 30.4 In the event of transfer of a property, the transferee will submit an application on A&A form alongwith 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 will provide proof of ownership of premises. In case of partition, details thereof/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 will deposit Security (Consumption) and Security (Meter) at prevalent rates. He will also be liable to pay the outstanding dues, if any of the previous consumer.

- 30.5 As soon as such a requisition is received, the JE should be directed to visit the premises of the consumer for re-rating the installation so that the new consumer is not held responsible for any alteration in the connected load which may have been effected by existing consumer without the sanction of the PSPCL. In addition to this the J.E. should check up that all the material and equipment of the PSPCL installed at the premises of the consumer is intact and has not been tampered with.

- 30.6 In case the J.E's report is satisfactory and there is no change in connected load, the new consumer shall be issued the demand notice for depositing difference in initial security and other outstanding charges, if any. He shall also be asked to give an undertaking to pay charges, of the original consumer if detected at a later stage by the audit/other agency etc. It should, however, be kept in view that the issuance of demand notice shall not be delayed by more than 2/3 days on the receipt of the application so that all the formalities in respect of change of name are completed within 7 days.

- 30.7 After the new consumer comply with the demand notice, immediate action shall be taken to record the meter reading so that final bill for the old consumer is made out and a new account no. for the new consumer allotted and his account opened in the ledger for issuing him monthly/bimonthly bills. So far as the old consumer is concerned, the amount of the final bill or any other chares due from him shall be immediately recovered. In case the old consumer does not liquidate such arrears, these shall be payable by the new consumer as per the undertaking given by him.

- 30.8 Even though no physical disconnection or reconnection maybe involved in the process of change of name yet a disconnection order in respect of old consumer and a service connection order in the name of the new consumer shall be issued so that necessary entries are made in the account books. Steps shall simultaneously be taken to forward the A&A Form(s) to the competent authority for acceptance.
- 30.9 If the application for the change of name is received from such a person who after taking possession of the premises has been utilizing the electric connection, held in the name of old occupant, the change of name should only be effected after he pays the old outstanding dues.
- 30.10 Whenever it is not possible to effect the change of name within the stipulated period of 7 days and the old consumer has already served the PSPCL a notice of 7 days, the connection should be disconnected with the notice to the outgoing consumer, unless he applies in writing to the AE.AEE/XEN/(DS) to continue supply till the new consumer completes all the formalities.
- 30.11
- i) The tube well consumer requesting for change of name will be required to submit consent of the original consumer (for change of name) and give an undertaking (on non-judicial stamp paper worth Rs.15/-) duly attested indicating the right over the premises as the owner of the land and the motor pump set as a result of its purchase from the original consumer. In case of purchase of land if in the land registry submitted by the new applicant (for change of name) it is indicated that the land alongwith tube well electric connection has been purchased by him from the original owner, the consent of original consumer for change of name shall not be insisted upon.
 - ii) In the case of land having an AP connection being jointly owned by more than one person and a part of the land along with the AP connection thereon being sold, the connection may be transferred in the name of the vendee if all the co-sharers consent to such transfer and submit an affidavit duly attested by a Magistrate to that effect.
- 30.12) **Change of name before actual release of connection:**
- i) Whenever an applicant dies before the release of connection to him, the connection maybe released to his/her legal heir/heirs as per succession certificate. In case of genuine difficulty of the prospective consumer, the connection may be released as per 'WILL' of the deceased provided the PSPCL is fully indemnified against all subsequent litigation.
 - ii) For Tube well connections:-
In the event of sale of land to a new person, the tube well connection can be released to him against the original application of the original owner subject to fulfillment of following conditions:-
 - a) Submission of no objection certificate on non-judicial stamp paper of Rs.15/- by the original applicant to the effect that he has no objection if the tube well connection is released to the new owner of the land to whom the land has been sold by him and initial security, or any other deposit made by him in his name is transferred in the name of the new owner of the land.
 - b) Submission of documentary proof from the revenue authorities (Tehsildar/Patwari) for sale of land by the original applicant to the new owner of the land to whom the land has been sold.
 - c) Submission of new A&A form duly signed by the new owner of the land & witnessed by the original applicant.
 - d) The seniority in case of new applicant shall be reckoned from the date of original application.
- 30.13) The time schedule for change of name / title as mentioned in Regulation No. 11 of the Supply Code shall be kept in view.

31. RECONNECTION OF A SERVICE LINE:

Restoration of supply shall be regulated as per provisions of Regulation No. 40 of the Supply Code as under:-

- 31.1 Where the supply has been disconnected to any premises in consequence of a default on the part of the consumer, the supply shall be resumed within twenty-four hours from the time the consumer:
- (a) makes good the default,
 - (b) pays the prescribed RCO fee as per Schedule of General Charges,
 - (c) pays the monthly minimum charges/ fixed charges for the period of disconnection and the additional charges for the delayed payment.
- 31.2 However, if the electric line / equipment supplying electricity to the consumer is/are removed by reason of disconnection, the supply will be restored after undertaking the work for providing the electric line or plant within the time specified in the case of a new connection and the consumer will deposit charges as if a new connection is being released as per Regulation 9 of Supply Code.
- 31.3 Supply to the consumer will be immediately reconnected, if the circumstances leading to the disconnection were actually an omission on the part of the PSPCL. In such an event, no charges on any account will be recoverable from the consumer.
- 31.4 **Reconnection within Six Months:**
If the consumer removes the default/clears the outstanding dues and seeks reconnection within a period of six months from the date of disconnection, reconnection shall be allowed provided the loading conditions permit and the consumer pays the minimum charges for the actual period of disconnection and the service line exists at site. In addition the consumer shall pay reconnection charges, service charges and meter rentals, if applicable. Where any consumer whose supply is disconnected for non-payment of any amount due to the PSPCL fails to pay such dues within six months from the date of disconnection, the agreement will be deemed to have been terminated without prejudice to the rights and obligations incurred prior to such termination as per provisions of COS no.33 and Supply Code Regulation no.39.
- 31.5 Ordinarily no idle service line, shall be allowed to exist for more than six months from the date of disconnection. If theft of energy is apprehended, the service line shall be dismantled immediately. However, in such cases where SE/Dy.CE/DS is satisfied that there is a definite possibility of reconnection of supply, the service line may be allowed to remain intact up to a maximum period of six months. In such a case, the SE/Dy.CE (DS) shall record his observations, which shall be placed in consumer file.

32. CHANGE OF INDUSTRY / MISUSE OF AP CONNECTIONS:

- 32.1 Whenever there is any change in industry due intimation shall be given by the consumer to the AE/AEE/XEN (DS).
- 32.2 If the consumer wants to install any industry causing pollution, he shall obtain NOC from the Punjab Pollution Control Board before change of industry.
- 32.3 For carrying out any such change of industry, consumer is required to get prior sanction from the competent load sanctioning authority. The consumer is also required to give a fresh A & A Form and test report, if any changes are made in electrical installation.
- 32.4 No tube well connection under AP Schedule of tariff shall be given in an industrial/commercial establishment. If an existing tube well connection released under AP tariff is used for industrial/Commercial purpose, the consumer shall be

dealt with as per provisions of AP schedule of tariff (S IV). However, chaff cutters, cane crushers and wheat threshers can be run on existing tube well connections by individual farmers for their own use and not for commercial purposes.

33. CONNECTED LOAD REGISTER FORM CS-15-DIRECTION FOR USE

33.1 Purpose of Register:

In every sub-division and sub-office, connected load register in E.B. form CS-15 shall be maintained for the following purposes:-

- i) Balancing the load on feeders / phases,.
- ii) Anticipating the necessity for augmenting the capacities of feeders, switches, transformers etc.
- iii) Compilation of connection / connected load data.

33.2 Recording Entries:

Connected Load Registers will be maintained by J.E. and entries will be made therein in accordance with the following instructions.

- i) The opening entry in the register should be made on 1st April from the connection return for the month of March. If the registers have already been put into force, the totals of the registers up to 31st March shall be verified with the actual load and then carried over to 1st April of the next year.
- ii) A separate register should be used for each sub-station. For Sub-stations of smaller capacity only one register may be used by allotting a portion of it for each sub-station. Capacity of the transformer should be written at the top.
- iii) For the purposes of controlling the balancing of load on various feeders and different phases in a feeder, the connected load of each 3-phase consumer should be proportioned amongst the three phases in a feeder.

33.3 Recording of Connection/Disconnection:

In order to keep the connected load registers up to date entry of connected load shall be made in this register before any SCO/DCO is signed by AE/AEE/XEN(DS) or R.A. It will be obligatory on the part of RA/AE/AEE/ XEN(DS) to check the cross entry of connected load on the SCO or DCO by indicating the page No. of the connected load register where the details of connected load have been entered before any SCO or DCO is signed for issue.

- i) The exact particulars of each consumer connected or disconnected should be entered in columns 1 to 7.
- ii) Connections will be entered in blue ink and disconnections in red ink.

33.4 Month-wise Totals:

Each register shall be totaled on the last working day of the month and the connection / connected load return prepared from this register.

33.5 Official Responsible for Correctness:

The register shall be initialed by the J.E. daily in token of the correctness of that day's entries and signed monthly by the AE/AEE/XEN (DS) after the totals have been struck.

34. RELEASE OF INDUSTRIAL CONNECTIONS SPONSERED BY UDYOG SAHAYAK

- 34.1 Applications sponsored by Udyog Sahayak of the industries Deptt. of the Punjab Govt. shall be witnessed by Udyog Sahayak and forwarded to the concerned SE(DS) alongwith requisite earnest money or Initial Security for processing the same for feasibility clearance or sanction of load etc. The applications sponsored by Udyog Sahayak may be accepted by the concerned authority and relevant particulars be entered in the Service Register. Thus in the cases sponsored by Udyog Sahayak, the applicants will neither be asked to sign the papers in the presence of PSPCL officers/officials nor these shall be further got witnessed.

- 34.2** In case of any shortcoming being noticed, with reference to commercial instructions in vogue, the same shall be brought to the notice of entrepreneurs under intimation to Udyog Sahayak for compliance but the applications as sponsored by Udyog Sahayak shall be received and registered.
- 34.3** Release of connection shall be strictly ensured within the period specified in Regulation No. 6 of the Supply Code as the progress of such connections is monitored on monthly basis by Director of Industries.

35. CLUBBING OF MORE THAN ONE CONNECTION IN THE SAME PREMISIES

Some consumers take more than one connection in the same premises to avoid conversion of supply to higher voltage and application of different Schedule of Tariff. Release of a new connection or more than one connection in the same premises shall be regulated as under:-

- 35.1** A consumer will be treated as a distinct entity and deemed to be an independent establishment, if;
- i) there is a distinct establishment and a separate unit on premises owned or taken on lease/rent, or
 - ii) it is registered as a separate entity/firm under the relevant law
 - iii) it holds a separate Sales Tax/VAT number and is independently assessed to Income Tax.
- 35.2** Where any person whether or not a member of the family, partner, director etc. of an existing consumer / firm /company applies for a new connection in the same premises by carving out from existing one or by purchasing an adjoining land/premises in his own individual name or in the name of a new firm/company, connection shall be allowed only if (a) there is a physical separation and (b) also the premises in question is legally transferred, sold or leased to a new unit and appropriate entry exists in the municipal / revenue record regarding such transfer. There shall be a registered deed for lease or for sale and informal agreement or family partition/lease etc. would not be acceptable.
- 35.3** Where Punjab Govt has allowed the registration of more than one units/renting out of the premises for setting up the industrial units in industrial plots/ sheds in the focal points depending upon the size of the plot and subject to fulfillment of some conditions laid down for the purpose, in such cases the new connection shall be allowed provided such units are in the name of different persons and parts of such sheds/plots being used by different entrepreneurs are properly demarcated and partitioned from each other.
- 35.4** When a consumer is found to have more than one connection in the same or different names, the PSPCL will:
- (i) after serving a notice for clubbing of connections, effect supply at one point in case the consumers located in the premises are entitled to one connection only;
 - (ii) on request, effect supply at one point if two or more consumers in the same premises have a distinct identity but are under the control of the same person(s);
 - (iii) within 3 months of the service of notice on the consumer/receipt of request from the consumer, switch over to HT supply if connected load of all such entities in the premises exceeds 100 KW;
 - (iv) within 6 months of the service of notice on the consumer, convert supply to 33 KV/66 KV at the consumer's cost if the total contract demand exceeds 2500 KVA.

All such consumers will from the date of service of notice be billed under the tariff category applicable to the total connected load/contract demand.

Note: Voltage surcharge will be levied in the event of supply not being converted to voltage levels specified in (iii) and (iv) above.

- 35.5 Whenever an existing consumer on his own, applies for clubbing of two or more connections running at the same premises, clubbing of all such connections may be allowed by the officers competent to sanction the total load after clubbing. The clubbing of such connections may be allowed at the cost of the PSPCL only if on the clubbing of different connections, the voltage level for the total clubbed load remains the same. Where after clubbing of loads the consumer is required to get supply at the next higher voltage, he shall bear the expenditure required for laying higher voltage lines and setting up his own sub-station etc. These provisions shall be applicable for all categories of connections.
- 35.6 After clubbing, the consumer shall be required to submit new test report as the test reports already submitted for different connections shall not remain valid for the newly clubbed connection.
- 35.7 The consumers who find that clubbing in their case is not possible within the criteria/norms for clubbing can bring out the difficulty in writing in this regard. The premises of such consumers shall be visited by appropriate committee of following officers of PSPCL and the representatives of the consumer. On the basis of report of the committee, cases of SP to MS category shall be decided on merits by SE/DS and of MS to LS by CE/DS. However, in case of any difference of opinion in the committee, the case shall be referred by concerned CE/DS to CE/Commercial for decision:-
- i) In case of SP connections becoming MS after clubbing:
 - a) Sr.Xen/ Addl. SE (DS)
 - b) Sr.Xen/ Addl.SE (Enforcement)
 - c) Representative of consumer.
 - ii) In case of MS connections becoming LS after clubbing:
 - a) Dy.Chief Engineer/ SE/DS.
 - b) Dy.Chief Engineer/ SE/Enforcement)
 - c) Representative of consumer
- 35.8 Wherever, clubbing of connections is declared by Enforcement or DS officer(s), the concerned Sr. Xen/ASE (DS) shall report the matter within one week to the appropriate clubbing committee and the committee shall submit the report within one month thereafter. The consumer shall be charged on account of clubbing, if required, only after the decision of SE/DS or CE/DS as the case may be. Videography must be done in such cases.

36. SUPPLY OF ELECTRICITY TO RESIDENTIAL COLONIES, SHOPPING MALLS / BUILDING COMPLEXES, INDUSTRIAL ESTATES APPROVED BY THE STATE GOVT. / PUDA & COOPERATIVE GROUP HOUSING SOCIETIES/ EMPLOYERS

LD System shall be laid down by the PUDA /Developer as per standard design of the PSPCL & IE Rules and detailed sketch of LD system alongwith specification of material shall be got approved by PUDA / Developer from CE/Commercial of PSPCL and work shall be carried out strictly as per approved sketch. After the LD system is completed, the 11 KV system including distribution transformer(s) shall be got approved from the C.E.I. and LT Lines shall be inspected by the concerned SDO/Operation of the PSPCL.

- 36.1 **One point Supply to Residential Colonies/Building complexes.**
- i) The PSPCL will supply electricity at one point for residential purposes including common services on receipt of an application from a developer/ owner/association formed by the residents of a colony/building complex for providing electricity to the residents and for common services.
 - ii) A developer/owner/association formed by the residents of the colony/building complex will obtain a separate one point connection under NRS category for supplying electricity for commercial purposes.

- iii) A developer/owner/association formed by the residents of the colony/building complex will at their cost install and maintain all infrastructure, including step down sub station, required for supply of electricity within the premises.
- iv) A developer/owner/association formed by the residents of the complex will install transformer(s), Sub Station(s) and meter(s)/ metering equipment for supply of electricity at a convenient and easily accessible place.
- v) A developer/owner/association formed by the residents will not charge for electricity supply at a tariff higher than that approved by the Commission for the respective category of consumers. However the additional expenses in the event of supplying back up electricity may be recovered from the ultimate users of such electricity. Compatible meters may be installed by the owner/developer/ association of residents/users for separately measuring back up electricity consumption.
- vi) A developer/owner/association formed by the residents of the colony/building complex will provide meters to all the residents and will also be responsible for all liabilities and obligations including individual metering, billing, collection of charges from individual users and payment of electricity bills to the PSPCL.
- vii) The total consumption of electricity recorded at the point of supply will be billed at the highest slab rate of Domestic Supply when it is provided for residential purposes including common services. NRS rates will be applicable when the supply is effected for commercial purposes. However a rebate of 12% in case of Domestic Supply and 10% in case of NRS will be allowed in addition to any other rebate on electricity consumption charges as admissible under the General Conditions of Tariff.

A developer/owner/association formed by the residents of the residential colony/building complex will also be liable to pay monthly minimum charges on the basis of sanctioned load/Contract Demand where applicable at rates specified in the Tariff Order for the relevant year.
- viii) For setting up a Cluster Sub-Station the provisions of Condition no. 5.3 of COS will be applicable. The electricity lost in transformation [difference of consumption measured on high voltage side of Cluster Sub Station and total consumption recorded by meters installed for connections at (i) & (ii) above] will also be billed for each connection on a proportionate basis.

36.2 One point supply for Shopping Malls/Commercial Complexes

- i) The PSPCL will supply electricity at one point for a Shopping Mall/Commercial Complex including common services on receipt of an application from a developer/owner/ association of occupants of the Mall/Commercial Complex for providing electricity to individual consumers located therein and for common services.
- ii) A developer/owner/association of occupants will at their cost install and maintain all infrastructure, including step down sub station, required for supply of electricity within the premises.
- iii) A developer/owner/association of occupants will install transformer(s), sub station(s) and meter(s)/ metering equipment for supply of electricity at a convenient and easily accessible place.
- iv) A developer/owner/association of occupants will not charge users of electricity at a tariff higher than the NRS rate as approved by the Commission. However the additional expenses in the event of supplying back up electricity may be recovered from the ultimate users of such electricity. Compatible meters may be installed by the owner/developer/association of residents/users for separately measuring back up electricity consumption.

- v) A developer/owner/association of occupants will provide meters to all the users and also be responsible for all liabilities and obligations including individual metering, billing, collection of charges from individual users and payment of electricity bills to the PSPCL.
- vi) The total supply of electricity recorded at the point of supply will be billed at NRS tariff. However a rebate of 10% will be allowed in addition to any other rebate on electricity consumption charges as admissible under the General Conditions of Tariff.
A developer/owner/association of occupants will also be liable to pay monthly minimum charges on the basis of sanctioned load/Contract Demand, which ever applicable at the rates specified in the Tariff Order for the relevant year.
- vii) For setting up a Cluster Sub-Station the provisions of Condition no. 5.3 of COS will be applicable.

36.3 One point supply for Industrial Estates/Complexes

- i) The PSPCL will supply electricity at one point for an Industrial Estate / Complex including common services on receipt of an application from a developer/owner/association of occupants of the Industrial Estate/Complex for providing electricity to individual consumers located there in and for common services.
- ii) A developer / owner / association of occupants of the Industrial Estate/complex will obtain a separate one point connection under NRS category for supplying electricity for commercial purposes.
- iii) A developer / owner / association of occupants will at their cost install and maintain all infrastructure, including grid sub station/step down sub station, required for distribution of electricity within the premises.
- iv) A developer / owner / association of occupants will install transformer(s), Sub Station(s) and meter(s) / metering equipment for supply of electricity at a convenient and easily accessible place.
- v) A developer / owner / association of occupants will not charge for electricity supply at a tariff higher than that approved by the Commission for the respective category of consumers. However the additional expenses in the event of supplying back up electricity may be recovered from the ultimate users of such electricity. Compatible meters may be installed by the owner/ developer/ association of residents/users for separately measuring back up electricity consumption.
- vi) A developer / owner /association of occupants will provide meters to all the users and also be responsible for all liabilities and obligations including individual metering, billing, collection of charges from individual users and payment of electricity bills to the PSPCL.
- vii) The total consumption of electricity recorded at the point of supply will be billed at LS Tariff when it is provided for industrial purposes including common services. NRS rates will be payable when the supply is effected for commercial purposes. However, a rebate of 10% will in either case be allowed in addition to any other rebate on electricity consumption charges as admissible under the General Conditions of Tariff.
A developer/owner/association of occupants will also be liable to pay monthly minimum charges on the basis of sanctioned load/Contract Demand where applicable at rates specified in the Tariff Order for the relevant year.
- viii) For setting up a Cluster Sub-Station the provisions of Condition no. 5.3 of COS will be applicable. The electricity lost in transformation [difference of consumption

measured on high voltage side of Cluster Sub Station and total consumption recorded by meters installed for connections at (i) & (ii) above] will also be billed for each connection on a proportionate basis.

36.4 Supply for Complexes comprising of Residential Colonies, Shopping Malls and Industrial Estates.

- i) The PSPCL will supply electricity separately for residential colonies, shopping malls, Industrial estates located in the same Complex on receipt of different applications from a developer/ owner/ association(s) of users of the Complex for providing electricity to individual users in each category and for common services.
- ii) A developer/owner/association(s) of users will at their cost install and maintain all infrastructure, including grid sub station/step down sub station, required for supply of electricity within the premises.
- iii) A developer/owner/association(s) of users will install transformer(s), Sub Station(s) and meter(s)/ metering equipment for Supply of Electricity at a convenient and easily accessible place.
- iv) A developer/owner/association of occupants will not charge for electricity supply at a tariff higher than that approved by the Commission for that category. However the additional expenses in the event of supplying back up electricity may be recovered from the ultimate users of such electricity. Compatible meters may be installed by the owner/ developer/ association of residents/users for separately measuring back up electricity consumption.
- v) A developer/owner/association(s) of users will provide meters to all the users and also be responsible for all liabilities and obligations including individual metering, billing, collection of charges from individual users and payment of electricity bills to the PSPCL.
- vi) The total consumption of electricity recorded at the point of supply for Industrial purposes including common services will be billed at LS Tariff. NRS rates will be applicable for supply effected for commercial purposes. Electricity supplied for residential purposes will be billed at the highest slab rate of Domestic Supply. However a rebate of 12% in case of Domestic Supply and 10% in case of Industrial Supply and NRS will be allowed in addition to any other rebate on electricity consumption charges as admissible under the General Conditions of Tariff.
The developer/owner/association(s) of users will also be liable to pay monthly minimum charges on the basis of sanctioned load/Contract Demand which ever applicable at rates specified in the Tariff Order for the relevant year.
- vii) For setting up a Cluster Sub-Station, the provisions of Condition no. 5.3 of COS will be applicable. The electricity lost in transformation [difference of consumption measured on high voltage side of Cluster Sub Station and total consumption recorded by meters installed for different connections at (i) above] will also be billed for each connection on a proportionate basis.

36.5 Individual connections to residents/occupants in the residential colonies / building complexes / Shopping Malls / Commercial Complexes / Industrial Estates.

In the event of a developer/owner/association of resident/occupants not opting for one point supply, residents/occupants will obtain individual connections directly from the PSPCL. The provision of such connections will be governed by the following terms and conditions.

- i) Local distribution system (LD) including receiving sub station (at a voltage commensurate with the total load) will be provided at the cost of the owner/developer.
Actual expenditure incurred by the PSPCL for supply of electricity upto the LD system will be payable by the owner/developer in accordance with the Supply Code.

- ii) The PSPCL will ensure that the LD system conforms to specifications and quality of construction as adopted by the PSPCL. After its completion and inspection by the Chief Electrical Inspector, the PSPCL will take over the LD system which will then be connected to its distribution system. In case the LT system is incomplete then connection will be released subject to the following conditions:-
 1. PUDA/promoter will deposit the entire expenditure of the line to be erected for providing supply to the colony according to the total projected load.
 2. In case PUDA/promoter lays down an incomplete LD system/ Transformers and requests for release of connection, the connection will be released only after deposit of the estimated cost of the remaining LD system or Bank Guarantee (valid for 5 years) equivalent to 150% of the estimated cost of the left over work by PUDA/ promoter. The amount of Bank Guarantee will keep on reducing as and when additional LD system is laid down by the authorities of PUDA/Government such as GMADA, GLADA etc. and private promoters. PSPCL will take over the LD system only after its completion. Till the time PSPCL does not take over the LD system, it will be responsibility of the promoter to get the Bank Guarantee renewed.
- iii) (a) Each resident/occupant will submit an application for supply of electricity to the PSPCL in accordance with Condition no.7 of COS.
- (b) A developer/owner or association formed by the residents/occupants will obtain separate connections for common services under the relevant category.
- iv) The service cable(s) for providing individual connections will be provided at the cost of the owner/developer and will be connected to the LD system by the PSPCL at the time of release of individual connections.
- v) An electricity connection will be released to a resident/occupant of a colony/complex/ shopping mall/Industrial Estate in accordance with the time schedule specified in Regulation 6 of the Supply Code. A resident/occupant will also be liable to pay Initial Security/Security (Consumption) to the PSPCL as per the Schedule of General Charges.
- vi) Electricity meter(s) will either be provided by individual residents/occupants at their cost or supplied by the PSPCL in which case the consumer will be liable to pay meter rentals as per the Schedule of General Charges.

36.6 Single Point Supply to Co-operative Group Housing Societies etc.

Release of connection for single point supply to Co-operative Group Housing Societies and residential colonies of employers will be regulated as under: -

36.6.1 General Provisions: -

- i) PSPCL shall give supply of electricity for residential purposes including common services on an application by a Housing Society which owns the premises at a Single Point for making electricity available to the members of such Society residing in the same premises. Provided that this shall not in any way affect the right of a person residing in the Housing Unit sold or leased by such a Housing Society to demand supply of electricity directly from the PSPCL.
- ii) Housing Society will be obliged to seek supply of electricity from the PSPCL at a Single Point for common services in its premises even if no application is submitted to the PSPCL as per (i) above.
- iii) PSPCL shall give supply of electricity for residential purposes including common services on an application by an Employer at a Single Point for making electricity available to his employees residing in the Employers' colony.

- iv) The Terms and Conditions of Domestic supply will be applicable to supply of electricity under (i) and (iii) above. In case of supply of electricity for common services under (ii) above, the Terms and Conditions of Non- Residential supply will be applicable.
- v) A person carrying on any business/commercial activity in the premises of a Housing Society/ Employers' colony getting supply of electricity at a Single Point will require separate direct supply of electricity from the PSPCL for such activity on the Terms and Conditions of Non-Residential Supply. The Housing Society/Employer will provide adequate space at a convenient place for installing transformer(s), allied equipment and meter(s).
- vi) Release of connection for supply of electricity will be subject to and on such terms & conditions as specified in the Punjab State Electricity Regulatory Commission (Electricity Supply Code & Related Matters) Regulations, 2007 & Schedule of General Charges approved by the Commission.

36.6.2 Terms & Conditions for Supply at a Single Point:

- i) The PSPCL will give supply of electricity at a Single Point only to a Housing Society/ Employer having building plans approved by the competent authority.
- ii) The Housing Society/Employer will submit the application for supply of electricity at a Single Point to the PSPCL. The PSPCL will supply electricity at a Single Point at 11KV or higher voltage.
- iii) The Housing Society/Employer will install, operate & maintain all infrastructure, including step down substation, required for distribution of electricity within the premises of the Housing Society/Employers' colony at its/his own cost.
- iv) The Housing Society/Employer will install transformer(s)/sub station(s) and Meter(s)/metering equipment, for supply of electricity at a Single Point at a convenient and easily accessible place. All installed equipments must meet with the safety requirements as per Electricity Rules, 1956 or by Regulations of the Central Electricity Authority under Section 53 of the Electricity Act, 2003 when notified. The isolating device will be placed near the boundary of the premises.
- v) The Housing Society/Employer will not charge its residents for electricity supplied at a tariff higher than the rates for Domestic Supply approved by the Commission.
- vi) The Housing Society/ Employer will provide meters for measuring electricity consumption of all the residents. The Housing Society/ Employer will also be responsible for all liabilities & obligations including individual metering, billing, collection of charges from individual users & payment of all energy bills to the PSPCL.
- vii) (a) The total consumption of electricity recorded at the Single Point connection of a Housing Society / Employers' colony will be billed at a rate equal to the highest slab rate of Schedule Domestic Supply. The Housing Society/Employer will be eligible for a rebate of twelve percent in addition to any other rebate on electricity consumption charges as admissible under General Conditions of Tariff and Schedules of Tariff approved by the Commission.
- (b) The Housing Society/Employer will be charged monthly minimum charges on the basis of contract demand sanctioned for each housing society / employer. The rate of monthly minimum charges will be as specified in the Tariff Order for the relevant year.
- (c) The Housing Society / Employer will be governed by all other provisions of The General Conditions of Tariff and Schedules of Tariff.

36.6.3 Direct Supply of electricity by the PSPCL to a person residing in the premises of Housing Society on demand.

- i) Any person residing in the residential unit sold or leased by a Housing Society getting supply of electricity at a Single Point may demand direct supply of electricity from the PSPCL. Such person will be required to submit an application for direct supply of electricity to the PSPCL in accordance with the terms and conditions specified in the Punjab State Electricity Regulatory Commission (Electricity Supply Code & Related Matters) Regulations, 2007.
- ii) The Housing Society will make available adequate space at a convenient place for installing transformer(s), allied equipment and meter(s) for effecting direct supply of electricity to such person/ persons. Transformer(s), allied equipment and meter(s) as required for effecting direct supply of electricity will be installed & maintained by the PSPCL at its own cost.
- iii) Release of connection for direct supply of electricity will be subject to and on such terms & conditions as specified in the Punjab State Electricity Regulatory Commission (Electricity Supply Code & Related Matters) Regulations, 2007 & Schedule of General Charges approved by the Commission.

36.7 Other terms & conditions of Supply

- (a) Every owner/developer/association of residents/users/occupants except covered under 36.5 above, will be bound by the provisions of General Conditions of Tariff, Supply Code & Conditions of Supply to the extent applicable.
- (b) Deleted.
- (c) In the event of any dispute arising between a user of electricity and the owner/developer/association of residents/users, either party may approach the Consumer Grievances Redressal Forum and the Ombudsman as per procedure laid down in Complaint Handling Procedure approved by the Commission and PSERC (Forum & Ombudsman) Regulations, 2005.

36.8 Design of LD system in PUDA / PUDA approved colonies for planning purposes:-

In order to maintain uniformity and standardize the load requirement guidelines for plots / flats following loads be adopted while processing / submitting the case for issue of NOC by PSPCL to PUDA / PUDA approved colonies: -

Sr. No.	Name of Category	Description of Load
A	Residential Plot	
1.	Upto 100 sq.yards	5 KW
2.	From 101 sq.yards to 200 sq.yards	8 KW
3.	From 201 Sq.yards to 250 Sq.yards	10 KW
4.	From 251 Sq.yards to 350 Sq.yards	12 KW
5.	From 351 Sq.yards to 500 sq.yards	20 KW
6.	Above 500 Sq.yards	30 KW
B	Residential Flats	
1.	One Bedroom Set	5 KW
2.	Two Bedroom Set	7 KW
3.	Three Bedroom Set	10 KW
4.	Four Bedroom set	12 KW
5.	Five Bedroom set	15 KW
C	Regarding Commercial Area	
1.	Commercial Area upto 30 sq.yards	10 KW
2.	Shop-cum-Flat upto 125 sq.yards	30 KW
D	Other Load	
	As per requirement	

Note: This is to be used only for planning purposes. In actual practice the load of a consumer shall be computed as per clause no.9 of Conditions of Supply.

One third ($1/3^{\text{rd}}$) of the total load as calculated above, will be taken as the colony load and load so worked out will be increased by 40% so as to take in to account future growth load.

37. RELEASE OF POWER CONNECTIONS TO INDUSTRIAL UNITS BEING SET UP IN RURAL FOCAL POINTS.

In order to provide requisite infra-structure for the expeditious release of power connections to the Entrepreneurs interested in setting up Industrial Units in 127 No. Rural Focal Points planned by Punjab Govt. PSPCL shall erect & Maintain 11 KV lines & Pole Mounting sub-stations in the Rural Focal Points subject to the following conditions:-

- 37.1 The cost of 11 KV line and pole mounting sub-station for each Rural Focal Point shall be deposited with PSPCL by the State Government.
- 37.2 For the release of connection each consumer shall pay all other charges as per the prevailing instructions of the PSPCL barring the cost of 11 KV line & Pole Mounting sub-station.
- 37.3 Only one 11 KV feeder shall be drawn for one focal point from nearest Grid Sub-Station at the cost of the PSPCL which shall be utilized for the release of connections to SP,MS & LS consumers. Cost of 11 KV VCB shall also be borne by the State Govt.
- 37.4 The erection of the 11 KV Feeder shall be carried out as per the standard instructions circulated vide Std. Inst. No.26 by SE/DS Engg. & SI so that the capacity of the VCB is fully utilized and standards laid by the PSPCL are adhered strictly.
- 37.5 For all, SP & MS consumers P/M Sub-Stations shall be provided by the PSPCL whereas LS consumers shall have their own distribution transformers.
- 37.6 These instructions shall be applicable to consumers interested in connections within Rural Focal Points only and not outside their periphery.

38. RELEASE OF CONNECTIONS FROM 24 Hrs URBAN PATTERN SUPPLY FEEDERS FOR VILLAGES.

Release of connections from urban pattern supply feeders for villages will be regulated as under:-

38.1 Within Phirni:- All categories of metered supply connections (existing/new) falling within phirni of the village except AP T/wells can be allowed from 24 hours supply (UPS) feeder' by extending supply system through 3-phase HT/LT line.

38.2 Beyond Phirni of village

- i) All Categories of consumers falling beyond phirni of village (except AP T/wells) are entitled for supply from urban pattern supply feeder. Supply shall, however, be given at LT Supply voltage through 1 phase 11 KV system by installing 1 phase T/Fs for loads up to 10 KW and through 3-Phase HT line for loads above 10 KW and up to 100 KW by installing 3 phase transformer(s) outside the premises of the consumer and LT service cable without laying any 3-phase, 4-Wire O/H LT system. Metering shall be done at LT only. Normal per kW service connection charges as per provision of Reg-9 of Supply Code shall be recoverable in such cases

Note:- In case of 3-Phase connections with a motive load less than 10 KW meant for water supply system owned by Public Health or any other Local Body, 24 hours supply may be given by erecting a separate 11 KV HT Line, distribution transformer, 3-Phase LT cable without laying any 3-Phase, 4-wire- Overhead LT Line.

- (ii) Urban pattern supply to the Be-chirag villages, dhanis/ deras and dalit basties having a cluster of at least 5 or more houses, situated adjoining to each other and spread over a stretch of maximum 300 metres from one end to another end shall be provided at LT Supply against the grant of Govt. by laying single-phase 11KV line tapped from the nearest UPS feeder and by installing single phase 10 kVA transformer. At the first stage the erection of single phase 11 kV lines and installation of single-phase transformers will be completed by RE /APDRP organization and the remaining LT work i.e installation of energy

meters and laying of service cables shall be carried out by concerned DS sub division after recovery of normal per kW service connection charges as per provisions of Regulation – 9 of Supply Code.

- 38.3 Deleted
- 38.4 The consumers in the profession of dairy farming located beyond village phirni shall be provided urban pattern supply under industrial tariff category as per tariff order of the Commission. Normal initial security and service connection charges per kW / KVA shall be recoverable as per Reg-9 of the Supply Code.
- 38.5 No new AP tube well connection shall be allowed from urban pattern supply feeders or rural feeders within the phirni of the villages. Shifting of existing tube well connections shall not be allowed on the Urban Pattern supply feeders. However, where technically it is not feasible to give AP tubewell connection from Rural feeder, the feasibility of giving connection from urban feeder shall be considered, but in such cases, the case study shall invariably be carried out by the field officers indicating the length of the line and cost involved in releasing the connection from urban feeder viz-a-viz Rural Feeder.
CE/Commercial shall be competent authority for such cases and detailed case shall be sent by the concerned CE/DS to CE/Commercial alongwith case study report and his clear recommendations.
However, under no circumstances, new AP tubewell connection shall be released from Industrial/ Urban Pattern Supply feeders
- 38.6 There shall be no maximum limit on the release of load to individual industrial consumers from Urban Pattern Supply Feeders provided the loading condition & voltage regulation of the line so permit.

39. RECOVERY OF SUPERVISION / DEPARTMENTAL / ESTABLISHMENT CHARGES.

- 39.1 **Supervision Charges:** Supervision Charges @ 15% of the wages of labour are leviable in the estimate prepared for shifting of PSPCL lines where the cost of the estimate is chargeable from the individual or agency of State/Central Govt., at the request of whom the work is proposed to be carried out. The estimate would include the cost of additional material used for carrying out alteration after giving due credit for the depreciated cost of material available from the existing line, wages of labour employed in affecting the alteration. Cost of additional material will mean issue price increased by 4% to account for incidental expenditure incurred by MM Organization in making available the Store Material, which would reflect the actual cost of material thus used. In addition provision shall be made for contingencies, storage charges, transportation, Audit and Accounts and T&P charges as per rates applicable from time to time.
- 39.2 **Departmental Charges:** Departmental charges @ 27½% of the cost of estimate i.e. cost of material and labour etc., are recoverable on all deposit works. The Departmental charges would be levied on the total cost of deposit works executed on behalf of the consumers which include the following elements:
- | | |
|---------------|-----|
| Estt. Charges | 25% |
| T&P | 1½% |
| A/Cs charges | 1% |
- The cost of estimate will also include storage charges, transportation charges & contingencies as per rates applicable from time to time. These deposit works are carried out by PSPCL on behalf of the consumer at their specific requests and such works are to be maintained by the concerned consumer and remain their property. Normally these works such as erection and commissioning of Sub-Stations are to be carried out by the consumers but in view of non-availability of requisite infrastructure with them, they sometimes request the PSPCL for carrying out these works.
- 39.3 **Establishment Charges:** Establishment Charges @ 16% of the cost of estimate i.e. cost of material and labour etc., are recoverable from the consumer when the works are carried out by PSPCL at the cost of consumer and thereafter remain the property of the PSPCL for being operated/maintained by PSPCL. The cost of

estimate will also include Storage charges, Transportation charges & contingencies as per rates applicable from time to time. Establishment charges are leviable on the works such as:-

- i) Laying of independent feeders for giving supply to new/existing consumers.
- ii) Where the consumers are required to pay actual cost of works as per Regulation – 9 of the Supply Code.
- iii) The works where the consumers opt for connection from Urban / industrial feeder instead of nearest UPS feeder.
- iv) Where the cost of link-line is to be borne by the consumer. The above works are quite different from departmental works or works required for shifting of lines etc. Estt. Charges will be leviable on the total estimated amount, which will include cost of material labour charges, storage charges, transportation charges & contingencies etc.

40. SHIFTING / REMOVAL OF ELECTRIC LINES/POLES:

- 40.1 No new line shall be erected on the sides of the State/National Highways/Municipal Roads etc. at the place where it may be a source of hindrance to traffic/ public and from where it may be required to be shifted at a future date for obvious reasons.
- 40.2 Shifting of poles/lines against a deposit estimate/improvement of LD system shall be carried out, after thoroughly ascertaining technical feasibility and also keeping in view ultimate planning of the area / interest of neighboring persons. The deposit estimates shall be prepared accordingly & if need be concurrence /approval of Panchayat/ Local Body shall be obtained before such shifting is permitted
- 40.3 While proceeding to erect any line along the national/state highways the poles shall be located at a convenient distance from the main road. It will be desirable to get the requisite clearance from the Executive Engineer, CPWD/PWD in-charge of the particular portion of the highways. Similarly while laying lines in field, poles/structures shall as far as possible be laid along the boundary of the fields so that these do not interfere with the working in the field.
- 40.4 **Procedure for alteration/shifting of lines and poles:** Where any State/Central Govt. authority or an individual agency approaches for the shifting of the lines, estimate shall be framed on the basis of provisions contained in Rule-82 of the Indian Electricity Rules-1956 or Regulations notified by CEA under Section 53 of the Act as under:-
 - i) The cost of additional material used on the alteration giving due credit for the depreciated cost of the material which will be available from the existing line.
 - ii) The wages of labour employed in affecting the alteration.
 - iii) Supervision Charges to the extent of 15% of the wages.
 - iv) Any charges incurred by the supplier in compliance with the provision of Section 16 of the Indian Telegraph Act in respect of such alterations.

41. SYSTEM IMPROVEMENT SCHEMES – REDUCTION OF T&D LOSSES

Following steps shall be taken for reduction of T & D losses and improvement of consumer service:-

41.1 Loading of Transformers

The 100-kVA distribution transformers for industrial connections shall be loaded up to 100 kW and in general transformers for ISC shall be loaded upto 100%. The transformers having mixed loads shall be loaded upto 80 % of their capacity.

41.2 Release of AP Connection: -

- i) All new AP tube well connections shall be released under HVDS only by providing individual small rating distribution transformers for each connection on single pole structure. The distribution transformer shall be procured and installed by PSPCL as near to the tube well bore- site as possible. In no case length of LT overhead cable shall exceed 10 metres.

- ii) For release of individual connection, the distribution transformer shall be provided as under: -

	Load	Capacity of Dist. T/F
1)	upto5 BHP	6.3 KVA
2)	7.5 BHP/10 BHP	10 KVA
3)	12.5 BHP/15 BHP	16 KVA
4)	20 BHP/25 BHP	25 KVA

- iii) The release of load less than 5 BHP shall, however, be discouraged & will be released only with the approval of concerned Dy.CE/SE/DS recording reasons for the same.

41.3 Release of New MS connections:-

- i) As per schedule S II.2 of the Schedule of Tariff the supply voltage for release of MS connections having connected load ranging from 21 KW to 100 KW is 3 phase, 400 volts or 11KV at supplier's option. All new MS connections having connected load above 50 KW shall be released only by providing independent 63/100/200 KVA distribution Transformer depending upon the load to be released. The metering will, however, be done on LT side with meter and CT/PT chamber on the Transformer H-Pole itself. If T/F capacity permits, one or two more connections may be given from the same T/F but all meters shall be on H-Pole only.

- ii) For load ranging from 21 KW to 50 KW, the connection shall be released with LT metering by installing independent 25 KVA /63 KVA T/F, with zero LT in the above manner. The meter shall be installed in MCB or Pillar Box on the pole /under the distribution Transformer. Where installation of new transformer is not possible due to locational reasons /site constraints and the connection has to be from a common transformer, the metering equipment of all consumers on the transformer shall be installed on transformer H-pole in MCB / CT chamber or in the pillar box as the case may be. However, if connection can be released without augmentation of already existing Transformer and by laying service cable upto 50 meter then the connection in such cases can be released from existing Transformer with the approval of concerned Addl.SE/ Sr.Xen (DS).

In cases where it is not technically feasible to install a new Transformer due to practical constraints and connection can be released from the existing Transformer or by augmenting the existing Transformer upto 200 KVA and length of the line (including service cable) upto 250 meter, in such cases connection can be released by Addl.SE / Sr.Xen (DS) by giving speaking order regarding the justification of the Technical constraints.

41.4 Release of new SP / NRS / DS Connection:-

- i) As per schedule S III.2 of Schedule of Tariff for SP, the supply voltage for small industrial loads upto 20KW is 3 phase 400 volts or single phase 230 volts. As per schedule SVI.2 / SV.2 of Schedule of Tariff for DS / NRS, the character of service provides supply voltage of single phase 230 volts or 3 phase 400 volts. For loads upto 10 KW, supply is given at single phase 230 volts, for loads above 10 KW and upto 100 KW, 3 phase 400 volts supply is given & for loads exceeding 100 KW, supply is given at 11KV.

In order to reduce T&D losses, the meter shall be provided in the Pillar Box or MCB on pole or outer wall of the premises as per site condition. In no case meter shall be installed inside the consumer premises.

- ii) In all these categories of SP/NRS /DS, for loads ranging from 11KW to 50 KW (upto 20 KW in case of SP consumers), the connection shall be released with LT metering in 3 phase category by providing independent T/F of 10/16 /25 /63KVA or higher capacity with zero LT and meter shall be installed in MCB or pillar box on the pole /under the distribution transformer. However more than one connection can be given from the same T/F if the premises are nearby by providing meters in pillar boxes or in MCB /CT Chambers on poles.

- iii) a) All DS / NRS connection with loads ranging from 51 KW to 100 KW shall be released at LT Supply voltage by providing independent 63 / 100/ 200 KVA distribution transformers. DS/NRS loads above 100 KW shall be released at 11 KV or above supply voltage.
- b) Agriculture power connections and Street Lighting Supply will be released on LT supply voltage.

Note: In the congested areas of the Cities and Towns with narrow lanes / streets where installation of HT Line / Transformer is not possible, connections may be allowed by laying LT line not exceeding 250 metres from H pole. In such cases, relaxation shall be got approved by Sr. Xen / ASE / DS from EIC / CE / DS through speaking order.

- iv) Connection in case of SP Category can be released on LT provided the length of LT line from H pole (including service cable) is 250 meter and there is no need of augmentation of the existing Transformer. In cases where capacity of the existing Transformer is less than 200 KVA then in such cases for release of connection on LT (maximum length 250 meter including service cable), the existing Transformer can be augmented upto 200 KVA. But before release of connection approval of Addl.SE/ Sr.Xen (DS) will be obtained.

41.5 System Improvement Works & Deposit Work

Estimates for all S.I. and deposit works shall be prepared / sanctioned as per guidelines mentioned above with the objective of zero LT and meter in Pillar Box /MCB on Pole /MCB on outer wall of consumer.

41.6 HVDS in GSC/ISC:

In urban areas, residential premises in Posh/Planned Colonies having high load of AC, Heaters/Geysers and other gadgets, incidence of theft in such premises is very high and loss of revenue is also substantial. Therefore, the transformers to be spared from AP under HVDS shall be installed in such colonies to cater to a cluster of 4/5 to 8/10 houses depending on load and meters should be installed in Pillar-Boxes/MCBS. This will ensure zero LT and no commercial loss /theft. Similar action shall be taken in the case of commercial premises in planned shopping centres/malls etc. and SP/MS connections in industrial estates and other areas also. In nutshell, all DS/NRS/SP/MS connections shall be released in future on HVDS with least /zero LT. Further bare conductor overhead LT lines which allow direct hooking shall be avoided.

41.7 D.T. METERING.

DT meters may be provided in the first phase on all the urban Distribution Transformers for effective energy accounting and audit and in the second phase the DT meters shall be installed on Distribution Transformers catering the GSC / ISC loads in rural areas.

(SECTION-III)**ENERGY METER & METER RENTALS****51. PROVIDING METERING EQUIPMENT:**

51.1 A correct meter of suitable capacity shall be installed at the point of commencement of supply on the premises of the consumer for measuring the energy supplied to him in terms of Section 55 of the Act.

51.2 The consumer may, if he so elects, cause his own meter duly tested at the PSPCL's Laboratory be installed which will be sealed by the PSPCL. The consumer shall purchase a meter of make approved by the PSPCL.

51.3 Regulations on Installation and Operation of Meters.

Regulations have been framed in accordance with Sub-section (1) of Section 55 and clause (e) of Section 73 read with sub-section (2) of section 177 of EA-2003 and have been notified by CEA vide No.502/70/CEA/DP&D dated 17th March 2006 for installation & operation of meters.

The notification provide for installation and operation of meters including the meters at PSPCL 's/Consumer's premises in addition to interface meters and energy accounting & audit meters. The meters complying with these regulations shall be provided replacing the existing meters as per regulations or directions of the Commission or pursuant to the reforms programme of the State Govt.,

Salient features of these regulations are as under:-

- i) Interface meter, consumer meter & energy accounting meter shall be static type.
- ii) Meters not complying with these regulations shall be replaced by the PSPCL on its own or on the request of the Consumer.
- iii) All meters have to comply with BIS, BS, IEC or any other equivalent standard.
- iv) All interface meters installed at the points of inter section with ISTS (Inter-State -Transmission-System) for electricity accounting & Billing to be owned by CTU (Central Transmission Utility)
- v) All interface meters installed at points of intersection with intra-state transmission system shall be owned by STU (State-Transmission-Utility).
- vi) All other interface meters shall be owned by respective PSPCL.
- v) Consumers' meters shall generally be owned by PSPCL. If any consumer elects to purchase a meter, the meter purchased by the consumer shall be tested, installed and sealed by the PSPCL.
- vi) Energy accounting & audit meters shall be owned by generating company or PSPCL.
- vii) Main meter, check meter and standby meters are to be installed as prescribed for generating station, transmission & Distribution system, interconnecting transformer etc.
- viii) The consumer meter shall be installed by the PSPCL either at consumer premises or outside the premises:
 Provided that where the PSPCL installs the meter outside the premises of the consumer, then the PSPCL shall provide real time display unit at the consumer premises for his information to indicate the electricity consumed by the Consumer.
 Provided further that for billing purpose, reading of consumer meter and not the display unit shall be taken into account.
- xi) Generating company or PSPCL shall examine, test & regulate all meters before installation and only correct meters shall be installed at location, which are easily accessible.
- xii) In case of single phase meters, the consumer shall ensure that there is no common neutral or phase or looping of neutral or phase of two or more consumers on consumers side wiring. If such common neutral or phase or looping of neutral or phase comes to the notice of the PSPCL, it shall suitably inform the consumer through installation report or regular electricity bill or meter test report.

- xiii) Consumer shall install the earth leakage protective device (ELPD) in accordance with the provisions of the rules or regulations in this regard.
- xiv) If the earth leakage indication is displayed in the meter, the PSPCL shall suitably inform the consumer through installation report or regular electricity bills or meter test report as applicable.
- xv) In case CTs & VTs form part of the meter, the meter shall be installed as near the instrument transformer as possible to reduce the potential drop in the secondary loads.
- xvi) Sealing of Meters: All meters shall be sealed by the manufacturer at its works. In addition to the seal provided by the manufacturer at its works, the sealing of all meters shall be done as under:-
 - (a) Sealing of interface meter shall also be done by both the supplier & the Buyer.
 - (b) Sealing of consumer meter shall be done by the PSPCL.
 - (c) Sealing of energy accounting and audit meters shall be done by the PSPCL or the generating company.
- xvii) A tracking & recording software for all new seals shall be provided by the manufacturer of the meter so as to track total movement of seals starting from manufacturing, procurement, storage, record keeping, installation, service of inspection, removal and disposal.
- xviii) Only the patented seal with unique logo of utility shall be used. The material of the seals shall now be POLYCARBONATE or ACRYLIC SEALS OR PLASTIC SEALS OR HOLOGRAPHIC SEALS OR any other superior seal shall be used.
- xix) 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 PSPCL to the Commission for approval.
- xx) PSPCL shall be responsible for the safety of the meter located outside the premises of the consumer and the consumer shall be responsible for the safety of the real time display unit installed by the PSPCL in consumer premises.
- xxi) For removal of seal, due notice to the concerned consumer shall be given for witnessing the removal of seals & resealing. Breaking of seals and resealing of meters shall be recorded with dates in a register by the party who carried out the work.

No consumer shall tamper with, break or remove the seal under any circumstances. Any tampering or removing the seal from the meter shall be dealt with as per relevant provision of the Act. Seals on consumer meters and energy accounting and audit meters shall be removed only by generating company or the PSPCL who owns the meter.
- xxii) Supplier or Buyer in whose premises the interface meters are installed shall be responsible for their safety. The consumer shall take precaution for the safety of the meter installed in his premises. PSPCL shall be responsible for the safety of the consumer meter located outside the premises of the consumer and the consumer shall be responsible for the safety of the real time display unit installed by the PSPCL in the consumer/premises. For energy accounting and audit meter, the generating company or the PSPCL who owns the meter shall be responsible for safety of the meter.
- xxiii) For interface meters, appropriate transmission utility or the PSPCL shall take down the meter reading and record metered data, maintain data base & verify the correctness of the metered data & furnish the same to various agencies as per procedure laid down by SRC(State Regulatory Commission i.e. PSERC).

For consumer meters, PSPCL shall record the metered data, maintain database of all the information associated with the consumer meters and verify correctness of the metered data.

For energy accounting & audit meters, the generating company, or PSPCL shall record the metered data, maintain data- base. They shall also prepare quarterly, half yearly & yearly energy account of the system.
- xxiv) Billing for the failure period of meters shall be done as per Regulation 21 of the Supply Code notified by Commission.
- xxv) The meters shall be provided with such anti-tampering features as per the standards on installation and operation of meter given in the schedule appended to Regulations of CEA.
- xxvi) The PSPCL shall take immediate steps to get the accreditation of the existing ME laboratories from NABL*, if not already done.

- xxvii) All interface meters shall be tested atleast once in five years. Testing and calibrations of interface meters may be carried out in the presence of the supplied & Buyer. Consumer meters shall be tested at site atleast once in five years.
- xxviii) Energy accounting and audit meters shall also be tested once in five years.
- xxix) PSPCL can install, additional meter for ascertaining & regulating either the quantity of electricity supplied or the number of hours during which the supply is given.

In order to comply with the above regulations, action shall be taken as under:-

- i) CE/Metering shall procure interface meters, consumer meters and energy Accounting meters of the type and standards given in these Regulations. An action plan to replace the meters not complying with these regulations shall be prepared by him. He shall also prepare action plan for replacement of seals on the existing meters of various categories and submit the same to CE/Commercial office for further action of informing the Commission and getting its approval.
- ii) CEs of the Thermal Stations, CEs / Transmission & CEs / (DS) shall ensure that location of the meter is correct and the meters are installed strictly as per Regulations.
- iii) CE/Workshop will stop manufacturing lead seals as soon as the polycarbonate seals or plastic seals or holographic seals or any other superior seals are procured and made available by CE/Metering and or CE/MM who shall keep track record software for all new seals provided by the manufacturer of the meters so as to track movement of seals starting from manufacturing, procurement, storage, record keeping installation, series of inspections, removal & disposal. Only patented seals i.e. the seals from the manufactures who has official right to manufacturer seals shall be used.
- iv) C.E.s/ (DS) will ensure that the real time display unit (RTDU) is installed in the premises of the Consumer wherever the meters are installed or are to be installed outside the premises of the Consumer. An action plan to provide the same on the existing meters installed outside the premises shall be prepared by each CE/(DS) and implemented in a time bound manner.
- v) CE/Metering shall ensure that meters are provided with anti-tampering features and that meters of quality are procured & are got tested from accredited testing laboratories. He shall also take action to get the PSPCL ME Laboratories accredited from NABL (National Accreditation Board for testing and calibration Laboratories).
- vi) C.E.s/ (DS) shall ensure that all meters are tested at least once in five years.
- vii) CE/Metering will prepare action plan for adoption of new technologies like pre-paid meters, Time of day meter (TOD), automatic remote meter reading system through appropriate communication system with the approval of Commission.

ANNOTATED FORM FOR INSTRUCTIONS IN LINE WITH CEA REGULATIONS

Sr. No	Provisions	Action required	Responsibility Centre, As per provisions of Regulations.	Responsibility centre in PSPCL.
1.	Section-55 of EA-2003	Meters to be provided at Consumers premises.	PSPCL / Consumers .	CE/(DS).
2.	51.3(xiii) Reg.	To provide Earth leakage protective device.	Consumer	Consumer

3.	51.3(xvi) Reg.	Sealing of meters	Supplier & the Buyer/ PSPCL	i) Interface a) CE/TS, CE/SO&C & CE/ Hydel. b) BBMB/ CE/ SO&C c) BBMB/ CE/ (DS). d) PGCIL/ CE/ SO&C e) Generator/ CE/ SO&C.
4.	51.3 (xx) Reg.	Safety & Protection:- i) at consumer premises located outside ii) RTDU iii) Energy Accounting & Audit meter	PSPCL Consumer Generating Company	CE/(DS). Consumer CE/(DS)/Gen.Co.
5	51.3 (xxiii) Reg.	Recording or meter reading & data base; Interface meters Consumer meters Energy Accounting meters.	PSPCL	a)CE/SO&C b)CE/(DS). c)CE/(DS).
6.	51.3 (xxvi) Reg.	Accreditation of existing meter testing lab from NABL (National Accreditation PSPCL for Testing and calibration laboratories).	-do-	CE/Metering.
7.	51.3 (xxvii) Reg.	All interface meters testing once in five years; Interface meters' Consumer meters Energy accounting meters.	Owner of meter	a) CE/SO&C, b) CE/DS. c) CE/DS.
8.	51.3 (xxviii)Reg.	Energy accounting and Audit meters to be tested in 5 years.,	-do-	CE/Metering
9.	51.3 (xxix) Reg.	Additional meter to record Hrs of supply	PSPCL	CE/(DS)
10.	51.4 (I)Reg.	Procurement of meters as per Action plant to replace the existing meters with meters of requisite standards.	PSPCL	CE/Metering.
11.	51.4 (ii)Reg.	Location of meters is correct as prescribed.	-do-	CE/TPS,CE/(DS), CE/TL
12.	51.3(xix)Reg.	-Lead seals not to be used in the new meters. -Old lead seals to be replaced by new seals in a phased manner. -Time frame to be submitted to PSERC.	-do-	CE/Workshops CE/MM & CE/Metering.

12 (a).	51.4(iii)Reg.	To keep track record software's for all new seals from manufacturing, procurements, storage, record keeping, installation.	-do-	CE/MM & CE/Metering.
13.	51.3(x) 51.4,(iv) Reg.	To ensure real time display unit (RTDU) at the premises of the Consumer to be implemented in time bound manner.	-do-	CE/(DS).
14.	51.4 (v) Reg.	To procure meters with anti tampering features & of quality	-do-	CE/metering
15.	51.4 (xxvii) Reg.	To test meters atleast once in 5 years.	-do-	CE/Metering CE/(DS) CE/DS.
16.	51.4(iv) Reg.	To adopt new technologies like prepaid meters (time of day) automatic remote meter reading with appropriate communication system with the approval of PSERC.	-do-	CE/Metering CE/Commercial.

51.5 Installing meters for General, Agricultural and Industrial supply:

- i) Meters installed for recording the electricity consumption of all category of consumers shall be housed in meter-cup-boards(MCB) of the design approved by the PSPCL. If the MCB is provided by the PSPCL rentals shall be charged as per Schedule of General Charges.
- ii) TPT/KWH meters having CTs and PTs should be housed in the cubicles standardized by PSPCL and sealed by the officer concerned in such a manner as to eliminate the chances of tampering and meddling with the equipment by the consumers.
- iii) New Agricultural connections shall be released only after installation of electronic meters of approved make in the meter cupboards. Efforts shall be made to install energy meters at the premises of existing agricultural consumers in a phased manner as per instructions issued from time to time.
- iv) **Metering the Consumption of Stone Crushers, Rice Shellers, Ice-factories and Cold storages:**
In case of Rice shellers, Ice factories, Cold storages & Stone crushers falling under MS category the consumption shall be metered at 11 KV. The consumer shall be at liberty to install his own transformer. Rebate of 7.5% shall be allowed on consumption charges provided the transformer is installed by the consumer otherwise rebate of 3% on consumption charges including demand charges, if any, shall be allowed where transformer is installed by the PSPCL/Licensee at its cost.

52. SITE FOR INSTALLATION OF METER:

- 52.1 The energy meter shall be installed at the supply point, as far as possible, just near the entrance of the premises in case of HT/EHT connections and outside the premises in case of DS/NRS/SP connections.

- i) The meters in respect of DS/NRS/SP Categories of connections shall be installed in MCB or pillar boxes on the pole / under the distribution transformers or outer wall of the consumer premises as per site conditions. In no case meter shall be installed inside the consumer premises. In theft prone areas meters shall be installed in the meter pillar-boxes of the design approved by the PSPCL.
- ii) The meters in respect of Police Colonies other Govt. Colonies and of Govt. Officers / Employees residing outside the Govt. Colonies and of PSPCL employees shall be shifted outside the premises on priority basis.
- iii) Distribution Transformer:
For energy accounting and audit purposes DT meters shall be installed on the distribution transformers catering supply to all the urban consumers and DS / NRS / Industrial loads in rural areas.
- iv) In case of MS connections, meters will be installed on the transformer H pole itself in the MCB or pillar-box on the pole / under the distribution transformer.

52.2 Location of metering equipment for (HT / EHT) connections:

- i) In case of HT / EHT Category of connections, the consumer shall provide a separate room of approved design/specifications adjacent to the main entry gate for installation of metering equipment.
- ii) All 11 KV connections having load of 1 MW or above, rice sheller connections, ice factories, stone crushers and cold storages shall also provide separate room of approved design/specification adjacent to the main entry gate for installation of metering equipment. The design and size of the room shall be intimated to the consumer in the form of drawing supplied by SE/DS (Engg). Cost of shifting of meters including the cost of cable will be borne by the PSPCL in case of existing connection. Location of the metering room will be decided in consultation with the Sr.XEN/Addl. SE (Enforcement).

53. SEALING OF METERS ETC:

- 53.1 After the meter has been tested in the ME Laboratory, the cover of meter shall be sealed by ME Organization. The meter cover seals originally affixed by ME Lab shall not be tampered with by either employees of the PSPCL or the consumer. The meter terminal and MCB seals of meter/secondary equipment will be affixed by the officers / officials, as under:-

Line Man / AJE	: Single Phase domestic/NRS and metered supply of AP connections.
JE/AAE	: Three Phase DS /NRS /SP /MS connections upto 100 KW including connections of PSPCL employees and Street Lighting.
AE/AEE/XEN(DS)	: All categories of connections including DS / NRS connections with load above 100 KW and upto 500 KW.
Sr.Xen/ Addl.SE(DS)	: All categories of connections with Loads above 500 KW.

For having effective & accurate auditing for sale of energy through 220/132/ 66/33 KV independent feeders the meters at the sending end duly calibrated and sealed, shall be installed by SSE/Sr.Xen. Grid Mtc./DS or P&M and checked for accuracy of meter and connections within 15 days from the date of installation by MMTS. Sr.XEN/Incharge of grid S/Stn. shall maintain proper record of the readings and forward the same for comparison to Sr.Xen/DS concerned and forward the same to Sr. Xen / ASE (DS) within 15 days for comparison.

EHT/HT KWH meters, CTs/PTs housing and panel door of breaker controlling 220/132/66/33/11 KV independent feeders shall be sealed and meter reading recorded by the following:-

- At 132/220 KV Sub-Stations : by SSE Incharge/Sr.Xen.Grid Mtc./DS or P&M
 At 33/66 KV Sub-Stations : by SSE or AE/AEE/Xen Incharge sub-station maintenance

Note:- In Sub-Division where there is no post of AAE or the post is vacant , the sealing work assigned to AAE shall be done by AE/AEE/Xen(DS) concerned.

53.2 It should be ensured that meter terminal cover and MCB seals are affixed by the competent authority at the time of release of connection.

53.3

- i) While carrying out checking, where an officer/official is competent to affix the seals, he will break open such seals at the time of checking and affix his own seals. Where the sealing authority is other than the checking authority and the checking authority suspects the working of meter to be defective, the seals may be broken to confirm the defective working/wrong connections of such metering equipment if considered necessary and fact about breaking seals brought to the notice of competent authority for re-fixation of seals immediately. However, in the meanwhile in such cases the checking authority will affix its own seal/paper seal which shall later on be replaced by the competent sealing authority. Normally the seals affixed by higher sealing authority above shall not be broken by lower sealing authority. In rare and emergent circumstances, if it becomes necessary to break open the seal for checking of connections, the seal may be broken with the approval of sealing authority or in his presence.
- ii) The checking agency shall record its observations in the ECR with regard to intactness of seals. The officials / officers taking monthly readings shall also record their findings in regard to healthiness of meter / metering equipment seals in the MSR. The MCB and CTPT chamber seals intactness shall also be recorded in the MSR. These officers / officials shall be personally responsible for any discrepancy, in this regard.

53.4 Paper seals are also affixed by the Enforcement Officers alongwith the consumer's signatures during the course of the checking of the consumers.

- i) If the existing seals are broken during checking by Enforcement officers, paper seals should be affixed so that the metering equipment is not left unsealed till new seals are replaced by the concerned officer responsible for resealing.
- ii) The meter and the metering equipment be kept under observation and the same is not to be disturbed.

53.5 The paper seals wherever affixed by Enforcement Officers to keep the meter/metering equipment under observation shall be removed within a period of three months. In case it is still necessary to keep such industrial units under watch, new paper seals be affixed by Enforcement Officer for a further period of three months. Under no circumstances the paper seals affixed by Enforcement Officer be allowed to continue beyond six months.

53.6 In order to obviate the possibility of tampering with the meters by unscrupulous consumers by providing fake seals, paper seals in addition to existing seals should also be affixed by the concerned officers in respect of consumers having load more than 50 KW. In doubtful cases paper seals in addition to existing seals will be affixed by the concerned officers irrespective of load of the consumer.

53.7 Record of such paper seals should also be maintained in the relevant MSR (Meter Sealing Register). Normally paper seals should be affixed on meter terminal cover, meter cover and CT/PT chamber. Whenever paper seals so affixed are found to be damaged either by the officer responsible for providing seals or some other

officer/official, the sealing officer should replace the paper seals by making suitable entries in the MSR to this effect after thorough investigation with regard to theft of electricity or UUE.

- 53.8 In order to avoid theft of energy by LS/MS consumers, all the metering equipment provided with CT/PT units shall be properly sealed and holes, if any existing, should be carefully plugged. CT/PT terminals should be taped. Special care should be taken in checking such consumers whose average monthly energy bill is more than Rs.1 Crore.

54. RESEALING OF METERS ETC:

54.1

- i) Distribution officers at the time of their transfer / new appointment shall replace the seals of the meters / metering equipment of all the connections as per their competency in their jurisdiction while taking readings. In case of loads above 500 KW / KVA, all the seals shall be replaced by concerned Sr. Xen / Addl. SE / DS and MMTS jointly. Dy. CE / SE (DS) shall check such connections within three months of his posting / transfer. The compliance of these instructions shall be the personal responsibility of these officers.
- ii) It should be ensured that seals affixed by the PSPCL on the metering equipment always remain intact. Whenever breakage of seal comes to notice, it should be replaced by the authority who had originally affixed it without any undue delay. In such cases, where it is established that the seals affixed at the time of releasing the connection were not broken by the PSPCL employees, necessary charges for resealing as provided in the schedule of 'General Charges' should be recovered and it shall be ensured that the terminal connections of the meter including connections of CTs and PTs are in order. The record of monthly consumption of such a consumer shall also be checked to verify if his consumption in the last few months has not been abnormally low. In such a case, if there is strong suspicion of some foul play, action may be taken as per provisions of Regulation 36 / 37 of the Supply Code.

- 54.2 Future consumption viz a viz the previous consumption should be kept in view to arrive at final decision to overhaul the accounts of the consumer.

- 54.3 The officers required to affix seals shall take due care while performing their duties in regard to sealing of meter / metering equipment. In case the seals affixed by them are found to be intact by enforcement / checking authorities and the consumer is found to be indulging in theft of energy and meter is found to be recording less due to wrong connections, it shall be assumed that the officer/official who had affixed the seals is also conniving with the consumer in indulging in theft of electricity or UUE.

- 54.4 As regards industrial consumers where the meter involves connections through CTs/PTs and/or having MDIs, if the seals of the meter cup-Board and meter terminal cover etc. are broken for attending to some fault in the supply or the meter or for some other reason, the seal shall be affixed by the AE/AEE/XEN (DS) without delay.

- 54.5 **Meter Cover Seals Affixed by M.E. Labs:** In addition to recovering the resealing charges as per the schedule of 'General Charges' it has further to be ensured that the seal has not been broken by the consumer intentionally with a view to indulge in theft of energy by tampering with the internal mechanism/circuit of the meter. In such cases, the meter shall be packed in a sealed cover for further checking in ME Lab and a new meter shall be installed. A copy of the checking report shall be given to the consumer. If theft of electricity is established the meter so removed shall be kept in sealed cover and action as per regulation 37 of the Supply Code shall be taken.

54.6 **Defective/Inoperative Meter:**

- i) If the meter is found to be running slow by more than 3%, it shall be replaced with a new meter. The meter on removal must be sent to the ME Laboratory within a maximum period of one week and accounts of the consumer shall be adjusted on receipt of the test results from the ME Lab for a period not

exceeding 6 months preceding the date the checking. Compliance of these instructions shall be personal responsibility of AE / AEE / Sr. Xen concerned.

- 54.7 All the meters removed against MCO shall be first checked by concerned JE./AAE and only such meters shall be packed in cardboard box where theft of energy is suspected. Cardboard boxes shall be sealed and duly signed by concerned JE/AAE and the consumer /representative of the consumer. Testing of such meters shall be done in the presence of the consumer or his representative. In case the consumer refuses to sign the meter test results / report such meter shall be kept sealed in the DS Sub-Division till final disposal of the case. In case of meters where theft of energy is not suspected by JE and the meter is sent to ME Lab without packing if theft of energy is detected later on pertaining to such meter then JE concerned shall be held responsible.

55. REPLACEMENT OF METERS / METERING EQUIPMENT:

55.1 Single Phase Electromechanical Meters:

E / M meters removed from the consumer premises on replacement with the electronic meters shall be returned to ME labs without any other formality and ME labs will not carry out any checking / testing of these meters except in case of disputed meters. In case of disputed meters removed under code –G,M & R (glass broken, meter burnt & ME seals broken) and in cases where there is sufficient evidence of theft / tampering etc. at the time of removal, the JE concerned shall record his observations on the MCO itself and such meters shall be packed and sealed in the presence of consumers for further checking in ME labs in his presence.

55.2 Three phase E / M meters:

While replacing three phase E / M meters with electronic meters if there is evidence of tampering / theft etc. JE shall record his observations on the MCO itself. Such meters shall be packed and sealed in the presence of consumer and his signatures obtained on the packing and such meters shall be tested jointly in the ME lab alongwith enforcement officers in the presence of consumer.

Note: In case the consumer does not turn up for joint checking such meters shall be checked after serving third and final notice.

- 55.3 While replacing CT / PT units with dry type pilfer proof 11 kV CT / PT units the CT / PT units shall be checked by MMTS / Enforcement before replacement at the consumer premises in as found condition. Only those CT / PT units shall be checked in ME Labs in the presence of consumer where the CT / PT units was declared as doubtful by the checking agency in the checking report itself or where there is apprehension of theft. All the oil filled type 11 kV CT / PT units not declared as doubtful at the time of replacement shall not be checked in ME Labs for further disposal.

56. CONSUMER'S RESPONSIBILITY FOR LOSS OR DAMAGE OF METER:

The consumer will be responsible for any loss or damage to the meter installed in his premises whether caused maliciously or through culpable negligence or default on the part of the consumer or any of its employees, and shall be responsible for paying the cost of the meter without prejudice to any prosecution/fine Under Section 138(d) of the Act or any statutory modifications thereof. However in case where the meter / metering equipment is installed outside the premises of a consumer, the consumer will not be responsible for the protection of the meter from the theft or damage. Consumer shall be responsible for safety of real time display units if installed inside the consumer premises.

- 56.1 Cost of burnt/ partially damaged meters at the premises of DS, NRS and SP consumers shall be recovered as per the rates specified in Schedule of General Charges.
- 56.2 If 11 KV CT/PT unit is damaged, full cost is to be recovered before replacing the damaged CT /PT unit. The cost to be recovered shall be as per cost of CT/PT unit circulated from time to time.

- 56.3 If a meter/metering equipment of requisite capacity is not available, the consumer shall be informed to arrange his own meter/metering equipment of requisite capacity.

57. FOLLOW UP FOR DAMAGED OR BURNT METER.

- 57.1 If an energy meter is reported dead stop, damaged or burnt, before replacing the meter the site shall be inspected by AE/AEE/XEN(DS) in respect of 'LS' 'MS' and 'BS' consumers. In cases of general meters reported dead stop by Meter Readers and Meters Inspectors may be inspected by the J.E. The AE/AEE/XEN(DS) should carry out investigation and record his report to determine the causes of damage to meter and the condition of seals of MCB, meter terminal cover, meter cover and CT/PT unit for taking further action, if required in case UUE or theft of electricity is established.

57.2 Direct Supply to DS consumers:

- i) Whenever meter is reported burnt/defective by any domestic consumer direct supply shall be allowed by the Lineman on duty at the complaint centre. After restoration of supply, the lineman shall issue 'Direct Supply' order for which a bound order; book having copies in triplicate shall be made available at all the complaint centres by the Divn. office. The order book shall be issued direct to the lineman and its record maintained in the Divnl. Office.
 - ii) The Lineman on duty will record day and time of giving direct supply alongwith other information and will also simultaneously get consent of the consumer on the 'Direct Supply' order that he will deposit necessary charges which may be debited to his account by the PSPCL through his electricity bill. The lineman shall hand over first copy of the 'Direct Supply' order to the consumer immediately thereafter. The 2nd and 3rd copy of the order book shall be handed over to the JE Incharge of the area on the very next day for submission of his complete report. The JE shall check the meter thoroughly and give his complete report regarding reasons of burning of damage to the meter. The 2nd and 3rd copy of the order book duly filled in shall be handed over by the JE to the SDO/RA on the next working day for further action in the matter to replace the meter.
 - iii) The JE shall get the meter replaced immediately and shall also record total time on the MCO for which supply of the consumer remained direct. After effecting the MCO, the same shall be returned to the RA for debiting the required charges to the consumer's account through SC&A register. After making all the entries in the 2nd and 3rd copy of direct supply order, the 2nd copy shall be pasted in the Sundry Register and cross entry made on the MCO. The 3rd copy shall be returned back to JE for pasting in the job order book for reference and record.
 - iv) It shall be the sole responsibility of the lineman to keep 'Direct Supply' order; book intact/complete. In the event of completion of a order book, the same shall be deposited with the Divisional Office and new book got issued by the Lineman. It shall also be sole responsibility of the lineman to ensure availability of the direct supply order book at the complaint centre. In the event of transfer of a lineman from one complaint centre to another he shall hand over his order book to his successor. A handing over note shall, however, be recorded in the order book duly countersigned by the JE Incharge.
 - v) The order book shall be got printed by the Sr.XEN/Addl.SE/DS as per format (Appendix-II). Each book shall carry Sr.No.having 100 leaves in triplicate. Each leaf of the book shall carry machined No. The complete record regarding issue/receipt of order; book to/from lineman shall be maintained in the Divn. Office.
- 57.3 The damaged/burnt meter alongwith first report will be forwarded to ME Laboratory by AE/AEE/XEN (DS) within one week after the damaged / burnt meter is replaced after recovering the cost of the meter from the consumer. The officer Incharge of ME Laboratory after carrying out the test checks, shall send his report to

AE/AEE/XEN(DS) concerned within 15 days in case of various categories of consumers except MS, LS & BS categories of consumers for which report shall be given by MMTS for taking further action, if any in the matter. Cost of replacement of the PSPCL 's meter on hire with the consumers, which might get damaged due to floods or any act of God will not be recovered.

- 57.4 Defective meters need to be replaced on priority in preference to meters to be issued for installation against new connections.
- 57.5 The recovery of charges, if any, is to be effected after serving the consumer with a notice of show cause. If the amount of recovery is more than Rs.10,000/- the consumer shall have the right to appeal against any recovery.
- 57.6 At the time of issue of MCO, record entry shall be made in the ledger duly attested by the ARA/RA. A check register shall be put up to the AE/AEE/XEN (DS) by the consumer Clerk at the close of the month. All those MCOs / SCO's which are not received back within one month from the date of issue may be brought to the notice of Sr.XEN/ASE concerned every month so that proper check on issue and return of MCOs can be maintained besides making cross entry in the ledger.
- 57.7 **Direct Supply in case of LS Consumers:-**
Direct Supply in case of Large Supply consumers can be allowed only in dire exigencies by SE/DS for only 3 days and if circumstances still persist, then direct supply can be given beyond 3 days & that too with the written approval of respective CE/DS.

58. ACCURACY OF THE METERS:

According to Regulations notified by CEA under Section 55 of the Act, a meter or maximum demand indicator or other apparatus placed upon a consumer's premises shall be of appropriate capacity and shall be deemed to be correct if its limits of error are within the limits specified in the relevant Indian Standard specification/BIS. The meter shall not register at no load. The meters/metering equipment to be installed at the consumer's premises shall be of appropriate capacity depending upon the connected load/contract demand of the consumer. Similarly CTs matching the load as well as meter should be installed. As per Regulations notified by CEA the accuracy clause for meters is as under:

- | | | |
|------|--|-----------------|
| i) | Inter-face meter | 0.2 S |
| ii) | Consumer Meters | |
| | a) Upto 650 Volts | 1.0 S or better |
| | b) Above 650 Volts and upto 33 KV | 0.5 S or better |
| | c) Above 33 kV | 0.2 S |
| iii) | For energy accounting and audit meters: | |
| | The accuracy class of meters in generation & transmission system shall not be inferior to 0.2 S & for meters of distribution system not inferior to 0.5 S. | |

59. CHECKING THE ACCURACY OF METERS/ADJUSTMENT OF ACCOUNTS:

- 59.1 Steps to be taken for routine checking of the energy meters:
- In order to ascertain whether the meter is working or not, Meter Readers should switch on one or two lights for a few seconds before taking monthly meter reading and watch that the meter reading advances in the correct direction.
 - Meter Inspectors, JEs, AE/AEE/XEN(DS) and AEE/XEN/Sr.XEN/Addl.SE (Enforcement) shall conduct the accuracy test at site with the help of meter testing instrument.
- 59.2 Whenever a meter is found to be in-operative by any employee other than AEE/XEN/Sr. XEN/ASE (Enforcement) of the PSPCL, the matter should be brought to the notice of AE/AEE/XEN(DS) in writing so that immediate steps may be taken to replace it and for taking any other action as considered necessary.
- 59.3 Whenever a meter is found to be inaccurate by Sr.XEN/Addl. SE(Enforcement), the matter should be brought to the notice of AE/AEE/XEN(DS) and SR.XEN/Addl. SE(MMTS) (particularly in respect of large supply consumers) in writing. On receipt

of the report, the Sr.XEN/Addl. SE(MMTS) shall check the accuracy of that meter at site in the presence of the consumer after which immediate steps shall be taken by AE/AEE/XEN(DS) to replace the inaccurate meter and also to take other action as required pursuant to the checking.

If the meter installed at the premises of a MS consumer is found/suspected to be defective or inoperative, it shall be got checked/tested from Sr.XEN/ASE (Enforcement/DS) with the help of ERS meter at site. Sr.XEN (DS) shall also carry out checking in respect of tampering of seals and genuineness of ME/MTC (Meter Terminal Cover) or CT chamber seals.

59.4 Testing of Meters of HT/EHT Consumers by Enforcements/MMTS;

Such meters shall be tested by the officers of enforcements/MMTS (in as found condition) with the help of Electronic Reference Standard Meters at normal running load/power factor of the consumers subject to the condition that the running load shall not be less than 15% of the sanctioned load. Before testing the meters, CTs connections wherever applicable shall be thoroughly checked. If CTs connections are found wrong or CTs are found out of circuit and thus not contributing, the recorded consumption shall be enhanced proportionately, keeping in view non-contribution of CTs as applicable. This consumption shall be further subject to revision as per test results of the meter.

59.5 In respect of LS/MS consumers, testing of meters shall invariably be entrusted to Sr.XEN/ADDL.SE (MMTS) who will test the meter in the presence of the consumer or his representative. However, Sr.XEN/ADDL.SE (MMTS) may also carry out testing of metering equipments of other categories of consumers, which are specifically entrusted to him by the competent authority.

59.6 All reference standard meters and meter testing equipment used by PSPCL for testing of consumers meters at consumers premises, in ME Labs. or elsewhere may be got tested from NPL Delhi or ERTL New Delhi or any other laboratory recognized by Central Govt./NABL once in two years.

59.7 ADJUSTMENT OF ACCOUNTS OF CHALLENGED METERS:

The procedure given in Regulation No.21.4 of Supply Code shall be followed in overhauling the accounts of consumers who challenge the meters and their meters are not tested from MMTS/ME Labs.

60. INSTALLATION AND MAINTENANCE OF METER SUPPLIED BY THE CONSUMER.

60.1 Under Section 55 (1) of the Act, the consumer has the option to instal his own meter. Whenever consumer desires to exercise this option, the following facts shall be brought to his notice:-

60.2 The PSPCL will have the right to test any meter and related apparatus installed at a consumer's premises if there is a reasonable doubt about its accuracy and the consumer will provide the PSPCL all necessary assistance in conducting the test. The consumer will have the right to be present during such testing.

60.3 If a consumer wants his solid state TPT meter to be installed at the premises, it shall be got tested/sealed from the high tech. lab(s) established by the PSPCL.

- i) Sr.Xen/Addl. SE (MMTS) shall be associated with the testing of such a meter in the ME Lab. The meter shall also be tested at site by the Sr.XEN/Addl. SE(MMTS) within 15 days of its installation.
- ii) XEN/AEE/AE(DS) while accepting such meters shall obtain copy of Test Report of the manufacturer and place it in the consumer file for reference and record.

60.4 In the event of the consumer desiring to install his own meter, the meter, if there is no shortage, may be supplied by the PSPCL. The selling price of the meter shall be stock issue rate plus storage charges or the market rate whichever is higher plus supervision charges, in addition to this, the consumer will have to pay the installation and the establishment charges.

In case of disconnection or the meter becoming defective such meter should be sent to ME Lab and in case the consumer does not come forward to take back the meter, the same may be kept in ME Lab duly accounted for.

61. Monthly Service Rentals and Equipment Charges for old connections

61.1 For DS/NRS connections given before 15.9.1964, the service rentals are recoverable at the following rates:-

i) **Single Phase Supply:**

When length is 30 metres or less	:	Nil
When length exceeds 30metres but not exceeds 76 metres	:	50 Paise per month
When length exceeds 76 metres but not exceeds 152 metres	:	Rs.1.50 per month.
When length exceeds 152 metres	:	Additional monthly rentals @ 6 paise for every 3 metres in excess of 152 metres.

ii) **Three Phase Supply (Load up to 30 KW):**

Service line capacity(KW)	Monthly Service line rentals per foot run in excess of 100 Ft. (30.48Mtr.) (Rs.)	Monthly service equipment charges per service (Paise)
Up to 5 KW	1.30	50
Above 5 KW and up to 10 KW	1.60	60
Above 10 KW and up to 15 KW	1.60	70
Above 15 KW and up to 20 KW	2.20	80
Above 20 KW and up to 30 KW	2.60	100

iii) **Three Phase Supply above 30KW:**

Service and equipment rentals: @ 1.6 paise per rupee of estimated cost of service line (excluding the cost of 30.48 m) and equipment per month.

61.2) For DS/NRS connections given after 15.9.1964 and the applications registered up to 31.7.1970:

i) **Single Phase Supply:-** The Service rentals shall be recoverable at the flat rate of 1.6 paise per rupee of the estimated cost of service line(excluding 30.48 metres) and equipment per month.

ii) **Three Phase Supply (Load up to 30 KW) :**

1. Service Rentals	:	@ 1.6 paise per rupees of estimated cost of service line(excluding the cost of 30.48 metres) and equipment per month.
2. Service equipment charges per month.	:	As per rates provided under 72.1(ii)

iii) **Three Phase Supply (Load above 30 KW) :** Rates as provided in 72.1(iii) shall be applicable.

61.3) For LT connections involving overhead line for loads up to 30 KW released before 15.9.1964, the rentals are recoverable as under:-

Service Line Capacity (KW)	Monthly service rentals as Ft. run in excess of 100Ft (in Rs.)	Monthly Service Equipment Charges per Service (paise)
Up to 5 KW	1.30	50
Above 5 KW and up to 10 KW	1.60	60
Above 10 KW and up to 15KW	1.60	70
Above 15 KW and up to 20KW	2.20	80
Above 20 KW and up to 30KW	2.60	100

- 61.4) Service Rentals for LT connections involving overhead line for load up to 30 KW released after 15.9.64 and for applications registered before 4.7.75 are recoverable at flat rate of 1.6 paise per rupee of the estimated cost of the service line(excluding cost of 30.48 metres) per month. The Service equipment charges shall be recoverable at the rates provided under Para 72.3.
- 61.5) Service lines and equipment rentals for loads above 30 KW for which applications were registered before 4.7.75 and demand notice were issued before 27.7.79 (for such consumers, who had not opted for payment of service connection charges) are recoverable @ 1.6 paise per rupee of the estimated cost of service line(excluding cost of 30.48 metres) and equipment per month.
- 61.6) For applications registered on or after 4.7.75, no service rentals shall be applicable, as they were required to pay cost of service line/service connection charges as applicable

(SECTION- IV)

GENERAL CONDITIONS OF TARIFF & SCHEDULES OF TARIFF & LEVY OF - ED & OCTROI

71. GENERAL CONDITIONS OF TARIFF & SCHEDULES OF TARIFF

The General Conditions of Tariff and Schedules of Tariff as approved by the Commission are appended at the end of this Section (Appendix to Section-IV). The Tariff rates in the Schedules of Tariff are for the year 2010-2011 and shall be subject to change from time to time.

72. Refer clause-61

73. LEVY OF ELECTRICITY DUTY:

73.1 ED shall be levied and paid to the State Government on the energy supplied by the PSPCL to all categories of consumers @ 13% advalorem comprising 8% ED and balance 5% ED as dedicated social security fund or the rate notified from time to time by the Government. Out of 13% Electricity duty, 5% is to be deposited in the head account 0043 Taxes & Duties on Electricity 800 – other Receipts 01- Social Security Fund and the balance 8% shall be deposited in the head 0043 Taxes and Duty of Electricity-101 Taxes on consumption on Sale of Electricity.

73.2 Electricity duty @ 13% shall be leviable as per Govt. of Pb. Notification No. 13/18/2004-PE5 1552 dt. 25.05.2010 on the electricity sold by Captive Power Plant owner outside the state through open access/PPA w.e.f. 1/4/2010. The tariff rate for levy of ED in such cases shall be as per PPA or the rate as approved by PSERC, whichever is higher. For the purpose of computation of power, PSPCL shall install, erect and maintain a meter at the cost of the owner of the Generating Plant. No Electricity Duty shall be leviable on the electricity consumed for captive use.

Note: The term “captive use” shall have the same meaning as has been assigned to it in the Electricity Rules, 2005, framed by the Central Govt. under the Electricity Act, 2003

73.3 As per section - 5(a) & (b) of Punjab Electricity (Duty) Act 2005 ED shall not be leviable on sale of electricity which is consumed by Govt. of India or sold to the Government of India for consumption by that Govt. or consumed in the construction maintenance or operation of any railway by the Govt. of India or a railway company operating that railway or sold to that Govt. or any such railway company for consumption in the construction, maintenance of any railway.

i) The PSPCL shall also pay ED on the electricity supply for its own consumption.

ii) Where electricity duty exemption has been granted by the State Govt. the exemption may be allowed as per Govt. order / notification.

iii) The Govt. of Punjab has granted 50% exemption from the payment of Electricity Duty for a period of 5 year from 18.2.2006 to the existing Agri. Tissue Culture Units situated in Punjab State and to refund the basic electricity duty already paid by these units through adjustment in future bills. This exemption has not been granted on surcharge payable on the basic Electricity Duty. This Electricity Duty exemption is subject to approval of a transparent metering arrangement by the Supplier and the Chief Electric Inspector Punjab through which the electricity units drawn from the supplier for consumption can be measured. This is also subject to a certificate of eligibility to be issued by the Deptt. of Industries/Agriculture.

iv) The Electricity Bills being issued by the staff of Centralized Billing Cells/Computer Service Centres must contain the information regarding the period for which exemption from payment of electricity duty has been granted by the Government of Punjab. This information shall be based on information from Sub-Divisional Offices and/or from the office of Chief Electrical Inspector to Govt. of Punjab.

- 73.4 For the purpose of calculating electricity duty the following charges shall be included in the cost of energy:-
- L.T. Surcharge, Power Factor Surcharge, Fuel Surcharge, Demand charges & assessed charges for UUE or Theft of Electricity as per Regulation 36 / 37 of Supply Code or civil liability for theft of electricity determined by the Court.
 - Electricity duty is not leviable on MMC however, where the bills are prepared on MMC the ED shall be calculated on the actual electricity consumption charges.
 - The additional surcharge of 25% levied on private hospitals and MRI/CT Scan Centers covered under schedules Non-Residential Supply (NRS) and Bulk Supply(BS).
- 73.5 ED shall not be leviable on Rentals (Service Charges/ Service line/equipment Rentals / Meter Rentals), Late Payment surcharge, Peak Load Exemption Charges, Monthly Maintenance Charges, Penalties for Peak Load Violations, charges for use of Unauthorized Load, Arc Furnace Surcharge, Steel Rolling Mills Surcharge & Demand Surcharge.

NOTE: The levy of Electricity Duty shall be governed as per notification issued by the State Government from time to time.

74. LEVY OF OCTROI ON CONSUMPTION OF ELECTRICITY:

- 74.1 Octroi @ 10 paise (or as revised from time to time) per unit on consumption/use and sale of electricity in various cities/towns under the jurisdiction of Municipal Corporations, Municipal Committees/Councils/Nagar Panchayats, Notified Area Committees in Punjab, Octroi shall be leviable on all categories of consumers except agriculture consumers. The octroi shall be levied on the units(KWH) consumed/billed to the various categories of consumers and no surcharge/rebate shall be applicable.
- 74.2 While billing the consumers, octroi @10 paise per unit shall be included in the bills. The levy of octroi shall be rounded to one rupee by ignoring amounts less than 50 paise and taking 50 paise and above as one rupee.
- 74.3 Total collections made by the PSPCL on account of octroi after deducting 10% service charges are to be remitted by the office of the Sr.XEN/Addl.SE(DS) in the succeeding month to the concerned local body.

75. REVISION:

Rates of Tariff, Fuel Surcharge, Electricity Duty, octroi etc. are subject to revision/modification by the PSPCL after approval of the State Electricity Regulatory Commission.

76. ADJUSTMENT OF LATE PAYMENT SURCHARGE:

If a consumer makes part payment of the bill, the amount received shall be credited first towards the PSPCL's dues especially surcharge able items viz meter and service rentals, sundry charges, line maintenance and lamp renewal charges etc. and then towards the energy charges. The balance, if any, may then be adjusted towards the Electricity Duty and octroi etc. This will be clear from the example given below:-

		Net Amount (Rs.)	Gross Amount(Rs)
Balance Carried Forward from Previous month (Gross Amount of Previous month Bill)	Energy Charges Elec. Duty Meter/Service Rentals	1350.00 330.00 600.00	1485.00 330.00 660.00
			2475.00
Energy Charges(Current Bills)		1440.00	1584.00

Meter and Service Rentals		600.00	660.00
Sundry Charges		250.00	275.00
Elecy. Duty		352.00	352.00
	Total	4922.00	5346.00

Part payment made by the consumer within the grace period is Rs.3500/-.

The amount of payment made by the consumer shall be adjusted first against the balance brought forward from previous month including electricity duty, then towards rentals and sundry charges and the balance towards energy and electricity duty respectively.

Amount of payment to be accounted towards energy charges =3500-(2475+85)=Rs.175/-

Unpaid cost of Energy Bill : (1440-175)
=Rs.1265/-

Total Surcharge to be charged to the consumer:

(a) On Energy charges : Rs.144.00

(b) Meter and Service Rentals : Rs 60.00

(c)Sundry Charges : Rs. 25.00

: **Rs.229.00**

Balance to be carried forward to next month Bill:-

1) Energy Charges including Surcharge : 1265 + 229
=Rs.1494.00

2) Elecy. Duty : Rs. 352.00
Rs.1846.00

77. CREDIT TOWARDS NON-REPLACEMENT OF LAMPS FOR PUBLIC LIGHTING:

77.1 There may be certain cases under Category 'A'(Where the initial installation of complete street light fitting and lamps and their subsequent replacement is being carried out at PSPCL's cost). Where owing to the reasons beyond the control of the PSPCL, it may happen that some of the Street Light Lamps or tubes remain faulty, fused or in-operative. The rates at which the local body is to be allowed the refund on this score, are as follows or the new rates as maybe circulated by the CE(Comml.) from time to time:-

77.2 Ordinary Lamps:

- i) Lamps of 40 Watts. : Rs. 0.45 per lamp per month
- ii) Lamps of 60 Watts: : Rs. 0.50 per lamp per month
- iii) Lamps of 75 Watts: :Rs. 0.55 per lamp per month
- iv) Lamps of 100 Watts: :Rs. 0.62 per lamp per month
- v) Lamps of 150 Watts : Rs. 1.15 per lamp per month

77.3 Mercury Vapour Lamps:

- i) 230/250 Volts 80Watts :Rs.2.90 per point per Month
- ii) 230/250 Volts 80Watts :Rs.3.10 per point per Month
- iii) 230/250 Volts 80Watts :Rs.5.00 per point per Month
- iv) 230/250 Volts 80Watts :Rs.5.85 per point per Month

77.4 Flourescent Tubes:

- i) Single 2 ft 20 Watts :Rs.0.55 per point/ month.
- ii) Double 2 ft 20 Watts :Rs.1.10 per point/ month.
- iii) Double 4 ft.40 Watts :Rs.1.40 per point /month.

77.5 This refund is only admissible to the consumers covered under Category-'A' of revised schedule of street lighting. No such refund will be given to the consumers governed under categories 'B' and 'C' as in these cases, lamps/tubes are to be supplied by the local bodies at their cost for replacement by the PSPCL.

77.6 For consumers covered under Category 'A' it shall be ensured that every possible effort is made to see that the lamps of all the types required in each office are kept in sufficient stock for replacement.

78. SCHEDULE OF STREET LIGHTING SUPPLY-LINE MAINTENANCE AND LAMP RENEWAL CHARGES:

- 78.1 For the purpose of levying line maintenance and lamp renewal charges, the street lighting consumers are grouped into four categories and different schedules of line maintenance and lamp renewal charges are leviable for each category. Energy charges, as may be in force from time to time, will be charged for all these categories. The categories into which street lighting consumers have been divided for the purpose of levying line maintenance and lamp renewal charges are as under:-
- 78.2 **Category 'A':-** Where the initial installation of complete street light fittings and lamps and their subsequent replacement is being carried out at PSPCL's cost.
- i) All the street lighting consumers existing before 1.7.70 will be covered in this category under which the PSPCL will continue to replace the fittings and lamps at its own cost. The revised rates of line maintenance and lamp renewal charges are applicable to all such consumers w.e.f.1.7.70 as given in the respective schedule in the modified street lighting agreement.
 - ii) Though no notice is required to be issued under Clause '8' of the existing street lighting agreement, a formal intimation in this regard might, however, be given to all the street lighting consumers(if not already given) so as to enable them to make payments accordingly. In respect of such street lighting consumers where clause '8' has not been incorporated and disputes are going on for the inclusion of this clause in the agreements, due action for termination of the agreements as envisaged under clause-13 of the agreement shall be taken (if not already taken) at the appropriate time. All such cases of dispute may, however, be brought to the notice of CE(Comml.) to keep a watch over them.
 - iii) These consumers may however, be given the option(if not already given) to come under category' 'B' in which case the relevant' schedule for line maintenance' and 'lamp renewal charges' will be applicable to such consumers and change over from category 'A' to 'B' maybe allowed after their request for change over is received. However, all such street lighting consumers will be required to bear the depreciated cost of the lamps, which will be in working order on the date of conversion from category 'A' to category 'B' in their respective areas. While calculating the depreciated cost of the various lamps, the average lighting period per night maybe assumed as 8 hours and the total life of various lamps taken as under:-

1) Ordinary lamps	:	800 hours
2) Mercury Vapour Lamps/Tubes	:	4000 hours
- 78.3 **Category 'B':** Where the initial installation and subsequent replacement of complete street light fittings is to be carried out at the cost of the PSPCL and initial installation and subsequent replacement of lamps is to be done at the cost of street lighting consumer (i.e. lamps to be supplied by the consumer).
This arrangement is applicable to all street lighting consumers whose applications have been received on or after 1.7.70 who will be given option either to remain under category 'B' or category 'C'. The rates to be charged for line maintenance and lamp renewal charges are given in the respective schedule of street lighting agreement/tariff.
- 78.4 **Category 'C':** Where the initial installation of complete street light fittings and lamps as well as their subsequent replacement is to be carried out at the cost of street lighting consumer (i.e. fitting and lamps to be supplied by the consumer).
This arrangement will also be made applicable to all the prospective street lighting consumers. The line maintenance and lamp renewal charges recoverable from such consumers have been given under respective schedule of street lighting agreements/tariff.

- 78.5 **Category 'D'** : Where the initial installation of complete street light fittings and subsequent replacement of fittings is to be carried out at the cost of the street lighting consumers, but the replacement of fluorescent tubes will be done at the cost of the PSPCL(i.e. fluorescent tubes to be supplied by the PSPCL).

This arrangement is applicable to those street lighting consumers who want the PSPCL to provide special types of fluorescent tube fittings for sake of beautification. The line maintenance and lamp renewal charges are given under respective schedule of street lighting agreement/tariff.

APPENDIX TO SECTION-IV

A) GENERAL CONDITIONS OF TARIFF:

1) General:

Supply of electric energy to various categories of consumers shall be chargeable under the relevant Schedule of Tariffs. The particular Schedule applicable to a new consumer shall be determined with reference to nature and quantum of supply and load. This shall be determined before the connection is actually released and shall be intimated to the prospective consumer at the time of issue of Demand Notice. This shall be subject to review on the basis of any change in nature and the quantum of actual connected load. The PSPCL reserves the right to amend or alter any of the Schedules of Tariff with the approval of the Commission. The rates of tariff given in the Schedules are for the year 2010-11 as approved by the Commission. The rates of tariff for future years shall be as decided by the Commission from time to time.

2. Tariffs to be exclusive of levies:

The tariffs shall be exclusive of electricity duty, octroi, cesses, taxes and other charges levied by the Government or other competent authority(s) from time to time. These charges shall be payable by the consumers in addition to the charges payable as per tariff.

3. Tariffs to be exclusive of general charges:

The tariffs shall be exclusive of rentals and service charges, which shall be charged separately as per the Schedule of General Charges of the PSPCL, as the case may be.

4. Single Point Delivery:

Unless otherwise agreed with the approval of the Commission, the tariffs shall be applicable to a single point supply and at a single voltage. Supply at other points and/or other voltages shall be billed separately, if otherwise permissible.

5. Connected Load:

Connected load shall mean the sum of rated capacities of all the energy consuming apparatus installed in the consumer's premises. This shall not include standby or spare energy consuming apparatus installed through change-over switch with prior permission of the PSPCL. The connected load for individual gadgets/ various plugs/electric points etc. shall be determined as per instructions of the PSPCL.

6. Applicability of Tariff:

The applicable category of tariff under Schedules LS, MS or SP shall be based on the total of industrial and general load (i.e. bonafide factory lighting, residential quarters and colony lighting including street lighting). In case of a separate connection for colony load, the total load for the purpose of determining applicability of tariff shall not include colony load. While computing total load for determining applicable Schedule, fraction of half and above shall be taken as whole KW and fraction below half shall be ignored.

7. Periodicity of Billing:

Billing of Domestic Supply and Non-Residential Supply consumers shall be on bi-monthly basis for loads below 50 KW. In such cases, consumption slabs shall be doubled while applying the relevant tariff. All other consumers including DS/NRS with loads of 50 KW and above shall be billed on monthly basis.

8. Fuel Cost Adjustment:

- 8.1 The tariff rates indicated in various Schedules shall be subject to fuel cost adjustment.
- 8.2 To neutralise the changes in fuel cost for thermal stations of the PSPCL or the State Generating Company and the central generating stations that are due to reasons beyond the control of the PSPCL or the State Generating Company, energy bills of various categories of consumers prepared on the basis of relevant Schedule of Tariff shall be adjusted by fuel cost adjustment notified by the PSPCL with the approval of the Commission.
- 8.3 Fuel cost adjustment clause shall be applicable to all metered and un-metered categories of consumers.

- 8.4 Fuel cost adjustment shall not be charged, if the energy bill including fuel cost adjustment remains within monthly minimum charges.

9. Monthly Minimum Charges:

- 9.1 Electricity duty, octroi, cesses, taxes, surcharges, rebates, rentals and other charges leviable as per Schedule of General Charges shall be payable in addition to monthly minimum charges (MMC) specified in various Schedules of Tariff, wherever the billing is on monthly minimum charges.
- 9.2 Monthly Minimum Charges vis-à-vis general consumption:
Consumption charges for bonafide factory lighting, residential quarters and colony lighting including street lighting as billed under Schedule LS, Schedule MS or Schedule SP shall be adjustable against the monthly minimum charges as the same shall be based on sum total of industrial and general load.

10. Contract Demand:

- 10.1 In case of Large Supply consumers, contract demand shall mean the maximum demand in KVA sanctioned to the consumer and the same shall not exceed 100% of the sanctioned load in KW and converted into KVA by using 0.90 power factor.

However, existing consumers who have been sanctioned contract demand on the basis of sanctioned load and 0.88 power factor shall continue to be charged for this contract demand until fresh agreement is executed due to variation in load or contract demand or supply voltage or any other reason.

- 10.2 In case of DS, NRS and BS consumers with load exceeding 100 KW the supply voltage will be 11 KV and above as per load requirement. Such consumers shall declare the maximum demand in KVA which shall not exceed 100 % of the sanctioned load in KW and converted in KVA by using 0.90 power factor.

Existing DS, NRS & BS consumers may get their Contract Demand sanctioned upto their existing sanctioned connected load converted into KVA (by assuming 0.90 power factor) or the existing sanctioned Contract Demand (transformer capacity) as on 31.3.2010, which-ever is higher. All such consumers catered at a voltage lower than specified, will be liable to pay surcharge only in case of any enhancement in Contract Demand.

- 10.3 In case of single point supply to a Co-operative Group Housing Society/ Employer, it would mean the maximum demand in KVA sanctioned to a consumer.

11. Metering:

Metering equipment for Large Supply consumers for the whole supply including general load shall normally be installed on the HV side of the transformer at the point of commencement of supply. A separate single point connection may be allowed for the colony load under DS category if the colony is in separate premises.

12. Non availability of Metering Equipment:

In case of HT/EHT consumers receiving supply at 11 KV and above if metering equipment is installed on LV side of the transformer due to non-availability of metering equipment, both the energy consumption and maximum demand shall be enhanced by 3% to account for the losses.

13. LT Surcharge/HT or EHT Rebate:

- i) LT surcharge @ 20% is leviable on the consumption charges including demand charges, if any, or monthly minimum charges in the case of all Large Supply consumers of general category where supply is given at 400 volts against a base supply voltage of 11 KV,
- ii) consumers of all categories (except Railway Traction) getting supply at 33 KV/66 KV are entitled to a rebate of 3% while a rebate of 5% is allowed to consumers getting supply at 132 KV/220 KV. Such rebate is allowed on the consumption charges including demand charges, if any, or monthly minimum charges. However, no rebate is admissible for supply to Railway Traction as base supply voltage is 132 KV/220 KV.

- iii) Large Supply consumers with contract demand exceeding 2500 KVA and upto 4000 KVA catered at 11 KV are liable to pay a surcharge @ 7% on the consumption charges including demand charges, if any, or monthly minimum charges as compensation for transformation losses and incremental line losses.
- iv) All arc furnace consumers irrespective of the quantum of contract demand and other Large Supply consumers having contract demand exceeding 4000 KVA catered at 11 KV are levied a surcharge @ 10% on the consumption charges including demand charges, if any, or monthly minimum charges.
- v) Medium Supply, Small Power, Domestic Supply and Non-Residential Supply consumers are allowed a rebate of 7.5% on their consumption charges including demand charges, if any, or monthly minimum charges where supply is catered at 11 KV or higher voltage against the supply voltage of 400 volts specified in the character of service.

All voltage rebates stand discontinued w.e.f. 1st April. The PSPCL will henceforth release all new connections or additional load/demand only at the specified voltage. Furthermore, the PSPCL will take steps to ensure that existing consumers getting supply at voltages lower than the specified voltage will be provided supply at the specified voltage within a period of 18 months. In case there are constraints in releasing a new connection and/or additional load/demand at the prescribed voltage or in converting the supply voltage of an existing consumer, the supply may be given / continued to be given at a lower voltage on the condition of payment of surcharge specified in the General Conditions of Tariff.

All the existing consumer getting supply at a higher voltage than that specified in Conditions of Supply will for the present be entitled to a rebate in Tariff at the prevailing rates specified in the General Conditions of Tariff.

14. Steel Rolling Mill Surcharge:

If supply to Steel Rolling Mills is given at 400 volts instead of 11 KV under Schedule LS, additional surcharge of 5% shall be levied on the charges worked out as per tariff after levying LT surcharge @ 20% as per condition 13.1.

15. Levy of Peak Load Exemption Charges:

All MS & LS consumers except essential services shall be subject to Peak Load Hours Restrictions, as decided by the PSPCL from time to time. The PSPCL may, with the prior approval of the commission, also impose such restriction on other categories of consumers.

During restriction period, the consumers shall be allowed to use part of their load subject to their fulfilling the basic conditions and paying Peak Load Exemption Charges (PLEC) levied at the as per procedure laid down in the instruction No.131 of ESIM.

PLEC shall not be adjustable against MMC and will also be exclusive of electricity duty, cesses, taxes and other charges levied by the Government or other competent authority(s).

16. Non-availability of KVAH Consumption:

In case KVAH consumption is not available due to defective meter or otherwise, the average of monthly average power factor of the consumer's installation recorded during the last three correct working months preceding the period of overhauling (i.e. period of review of billing account) shall be taken as monthly average power factor for the purpose of levy of power factor surcharge or allowing incentive till such time KVAH consumption is available.

17. Tariff for Poultry Farms/News Paper Printing Presses:

The poultry farms and accredited news paper printing presses shall be termed as industrial premises and therefore the entire supply to these units shall be classified as industrial supply and shall be charged under relevant industrial tariff. However, the lighting load in the premises of accredited news paper presses shall be metered separately and charged as per rates under Schedule Non-Residential Supply.

18. Seasonal Industries:

18.1 Seasonal Industries mean industries/ factories, which by virtue of nature of their production, work during part of the year up to a maximum of 9 months during the period of 1st Sept. to 31st May, Next year.

Approved Seasonal Industries are as under:-

- a) All cotton ginning, pressing and bailing plants.

- b) All rice shellers.
- c) All rice bran stabilization units (without T.G.Sets).
- d) Kinnow Grading and waxing centres.

18.2 Rice Bran stabilization units having T.G. Sets, Rice Huller Mills, Ice Factories, Ice Candy Plants shall not be treated as seasonal industries.

18.3 Billing of Seasonal Industries:

- a) For exclusive seasonal industries mentioned above, billing shall be done monthly. Monthly Minimum Charges as applicable in respective schedule of tariff shall be levied on full sanctioned load / demand for the period these industries work during seasonal period of 9 months (from 1st September to 31st May next year). However, this working period shall be taken as minimum of 4 ½ months for the purpose of billing/levy of MMC on month to Month basis. Industries which work for more than 9 months and up to 12 months billing shall be done/monthly minimum charges levied on full sanctioned load / demand as mentioned above for the seasonal period of 9 months and for the remaining 3 months (i.e. 1st June to 31st Aug.) billing shall be done as per tariff applicable to general industrial consumers. Tariff rate/rate of monthly minimum charges shall be as given in schedule of tariff for large supply/medium supply/small power and as applicable depending upon the sanctioned load.
- b) For Mixed type of load industries, comprising load of seasonal industry and general industry, billing shall be done/Monthly Minimum Charges levied on full sanctioned load / demand for the period seasonal industry runs, MMC on full sanctioned load as applicable to rice shellers/cotton ginning/rice bran stabilization units shall be applicable during the seasonal period, subject to minimum of 4 ½ months. For the remaining period when seasonal load is disconnected, MMC on the basis of general industrial load / demand actually being utilized by the consumer (not less than 100 kVA in case of LS consumers) shall be leviable in case of SP / MS consumers. Industries found running seasonal load after having got disconnected the same and intimation having been given to AE/AEE/XEN (DS) shall be liable to pay Monthly Minimum Charges as applicable to rice shellers/ cotton ginning/rice bran stabilization units for full period of 12 months. If the load actually being utilized during off seasonal period is found to have exceeded the load fixed for off seasonal period, the load surcharge shall be leviable. For L.S consumers if the actual demand recorded during off-seasonal period exceeds the prorata demand fixed for off-seasonal period, demand surcharge shall be leviable as applicable but no load surcharge is leviable in their case.
- c) Consumption by exclusive seasonal industry during the off-season shall be charged as per off-seasonal rates under the relevant Schedule of Tariff.

18.5 Advance notice by consumer:

The consumer having exclusive seasonal load/mixed type load shall serve an advance notice of 10 days before closing/starting of the seasonal industry/load to local office.

18.6 The consumer shall give an undertaking not to run his seasonal installation (load) during off-season

19. PSTC/IB Tubewells:

Irrigation Branch tubewells installed under Technical Co-operative Assistance Scheme, Punjab State Tubewell Corporation/Irrigation Branch tubewells, connections released to Co-operative Societies formed by marginal farmers under Central Assistance Scheme for installing deep bore tubewells shall be governed under AP tariff.

20. Agricultural Pumping Supply:

- i) Chaff cutters, threshers and cane crushers for self use shall be allowed to be operated on tubewell pumping set connections.

ii) **Electricity Duty:**

No electricity duty shall be charged from AP consumers who use chaff cutters, threshers and cane crushers subject to the following:

- (a) Chaff cutters, threshers, and cane crushers are used by the individual farmer for threshing his own crop and not for commercial purposes.

(b) The existing Horse Power capacity of the tube well is not augmented without prior approval of the PSPCL, as the case may be.

iii) The water from tube well shall be allowed to be used by the consumers only to irrigate the land in their possession.

21. Rounding-off Energy Bill (Net/Gross):

Consumption charges i.e. both demand and energy charges including surcharges, rebates, octroi (if applicable), meter rentals, service charges, electricity duty as well as total energy bill (net as well as gross) shall be rounded-off individually to the nearest rupee by ignoring 1 to 49 paise and taking 50 to 99 paise as one rupee. Thus the amount mentioned in the bill shall be in whole rupee. The net amount payable in all electricity bills shall be rounded-off to the nearest Rs.10/- (Rupees ten) and difference due to rounding-off shall be adjusted in subsequent bills

22. Payment:

i) In the event of the monthly energy bill or other charges relating to electricity not being paid in full within the time specified in the bill, the consumers shall be levied late payment surcharge.

ii) For all categories of consumers having load of 100 KW and above, surcharge on late payment of electricity bills shall be 5% upto 7 days after the due date. After 7 days, the surcharge shall be @ 10% on total amount of bill upto one year and period is to be reckoned from the due date on total amount of the bill. For consumers having connected load less than 100 KW, the surcharge shall be leviable @ 10% on total amount of the bill upto one year, in case electricity bills are not paid within the due date.

iii) In case of AP consumers, late payment surcharge shall not be levied upto 7 days after the due date.

Interest @ 1.5% per month shall be charged after expiry of one year from the due date of the bill on gross unpaid amount including surcharge. Part of the month shall be treated as full month for this purpose.

23. Interpretation of Tariff:

If a question arises as to the applicability of tariff to any class of consumer or as to the interpretation of various clauses of tariff or General Conditions of Tariff, decision of the Commission shall be final.

B) SCHEDULES OF TARIFF

SI Schedule of Tariff for Large Industrial Power Supply (LS)

SI.1 Availability:

SI.1.1 This tariff shall apply to all industrial power supply consumers having connected load above 100 KW. Their contract demand shall not be less than 100 KVA.

SI 1.2 Consumers covered under this schedule will not be levied any load surcharge/ penalty for exceeding their contacted load if they do not exceed sanction contract demand.

SI.2 Character of Service:

A.C. 50 cycles, Three Phase 11 KV supply for loads above 100 KW .The supply shall be given at 33/66/132/220 KV depending on quantum/type of load and contract demand and availability of bus voltage and transformer winding capacity at the feeding sub-station wherever possible at the discretion of the supplier. For Arc Furnace loads and other loads of equally violent fluctuating nature, supply can be given at 11 KV up to 2500 KVA for Arc Furnace loads having specified protection system for suppressing voltage surge otherwise the voltage of supply shall be 33 KV and above depending upon availability of bus voltage and transformer winding capacity at the feeding sub-station wherever possible at the discretion of the supplier.

SI.3 Tariff:

Energy charges for:

SI.3.1 General Category : 458 paise per unit

- SI.3.2 Arc Furnaces and Power Intensive Units : 458 paise per unit
including Induction furnaces, Chloro-alkaline units and electrolytic process industries
- SI.3.3 -Seasonal industries including : 458 paise per unit
Cotton ginning, pressing & bailing plants, Rice shellers and Rice bran stabilization units (without T.G. Sets) during the season
-Off Seasonal Rate : 525 Paise per Unit

The energy charges under paras SI.3.1, SI.3.2 and SI.3.3 above shall be without prejudice to levy of monthly minimum charges as per para SI.7 of this Schedule.

SI.3.4 LT Surcharge:

- SI.3.4.1 The above tariff covers supply at 11 KV and above.
- SI.3.4.2 For general industrial consumers where supply is given at 400 volts against base supply voltage of 11 KV, LT surcharge @ 20% shall be leviable on the consumption charges including demand charges, if any, or monthly minimum charges.
- SI.3.4.3 Consumers getting supply at 33 / 66 KV shall get rebate of 3%. A rebate of 5% shall be allowed to consumers getting supply at 132/220 KV. The rebate shall be allowed on consumption charges including demand charges if any or monthly minimum charges. .
- SI.3.4.4 Consumers with contract demand exceeding 2500 KVA and up to 4000 KVA (except Arc Furnace without having specified protection system) catered at 11 KV shall be liable to pay a surcharge @ 7% on the consumption charges including demand charges, if any, or monthly minimum charges as compensation for transformation losses, incremental line losses etc.
- SI.3.4.5 All consumers having contract demand exceeding 4000 KVA except Arc Furnace consumers with contract demand upto 2500 KVA without specified protection system and catered at 11 KV shall be levied a surcharge @ 10% on the consumption charges including demand charges, if any, or monthly minimum charges. However, Arc Furnace loads and other loads of equally violent fluctuating nature, supply can be given at 11 KV up to 2500 KVA for Arc Furnace loads having specified protection system for suppressing voltage.

SI.3.5 Steel Rolling Mill Surcharge:

If supply to steel rolling mills is given at 400 volts instead of 11 KV, additional surcharge of 5% shall be levied on the charges worked out as per tariff after levying LT surcharge @ 20% as per para SI.3.4.2.

- SI.3.6 In case of HT/EHT consumers receiving supply at 11 KV and above if metering equipment is installed on LV side of the transformer due to non-availability of metering equipment, both the energy consumption and maximum demand shall be enhanced by 3% to account for the losses.

SI.4 Demand assessment and Power factor

The maximum demand for any month shall be defined as the highest average load measured in kilovolt amperes during 30 or 15 consecutive minutes period of the month.

SI.4.1 Power Factor:

The monthly average power factor of the plant and apparatus owned by the consumer shall not be less than 0.90. The monthly average power factor shall mean the ratio expressed as percentage of total KWH to total KVAH supplied during the month. The ratio shall be rounded up to two figures.

SI.4.1.1 Low Power Factor Surcharge:

If the monthly average power factor falls below 0.90, the consumer shall pay on the bill amount a surcharge of 1% for each 0.01 decrease in the

monthly average power factor below 0.90 to 0.80. The surcharge shall be 2% for each 0.01 decrease of monthly average power factor below 0.80.

SI.4.1.2 Incentive:

If the monthly average power factor exceeds the threshold limit of 0.90 for general industry and 0.95 for Power Intensive Units, Arc Furnaces and mixed typed of industries incentive @ 0.25%, for each increase of 0.01 above 0.90 for general industry and 0.95 for Power Intensive Units, Arc Furnaces and mixed typed of industries shall be allowed on the bill amount.

SI.4.1.3 For the purpose of power factor surcharge & incentive, the bill amount will mean the consumption charges including demand charges, if any, in a month, but not the bill amount payable on monthly minimum charges. The bill amount for power factor surcharge & incentive shall also include the surcharge as applicable under paras SI.3.4 and SI.3.5 of this Schedule.

SI.5 Seasonal Industries:

Seasonal industries shall be billed as per Condition No. 18 of General Conditions of Tariff.

SI.6 Factory Lighting and Colony Lighting:

All consumption for bonafide factory lighting shall be included for charging under the above tariff. The consumption for residential and resale purposes for the factory's staff quarters, street lighting etc. shall also be charged under this Schedule. However, a separate single point connection may be allowed for the colony load including street lighting under DS category if the colony is in a separate premises.

SI.7 Monthly Minimum Charges:

The monthly minimum charges shall be leviable as under:-

SI.7.1	Power Intensive Units including Induction furnaces, Chloro-alkaline units and electrolytic process industries	Rs.351/- per kVA or part thereof of sanctioned contract demand
S1.7.2	Arc Furnaces	Rs. 351/- per kVA or part thereof of sanctioned contract demand
S1.7.3	Cotton ginning, pressing & bailing plants, Rice shellers, Huller Mills, kinnow grading & waxing centres and Rice bran stabilization units (without T.G. Sets) Off Season	a) Rs.369/-per kVA or part thereof of sanctioned contract demand b) N.A.
S1.7.4	Ice factories and Ice candies	a) Rs.503/- per kVA or part thereof for the months from April to July b) Rs. 100/- per kVA or part thereof for remaining 8 months of the year
S1.7.5	Cold Storage	a) Rs.503/- per kVA or part thereof for the months from April to July. b) Rs.100/- per kVA or part thereof for remaining 8 months of the year
S1.7.6	General Industry	Rs.133/- per kVA or part thereof of sanctioned contract demand

The above shall be charged as per clause 18 general conditions of tariff and relevant tariff orders.

SI.7.7 For Arc/Induction furnaces, where the load is of mixed nature i.e. in addition to Arc/Induction furnace loads, general industrial loads are also running, monthly minimum charges on pro rata basis on contract demand in proportion to such loads duly sanctioned by load sanctioning authority shall be levied. Since on the basis of single point metering the Power Factor incentive in such cases will be as applicable to Power intensive units. The Power Intensive Loads shall comprise load of Arc/Induction furnaces, auxiliary loads, loads of pollution control machinery, gas plants and corresponding lighting loads. Further on the basis of single point metering power factor incentive in such cases will be as applicable PIUS. General industrial loads shall comprise loads of rolling mill and its allied loads, related workshop, general engineering industry and corresponding lighting load for the purpose of levy of monthly minimum charges.

SI.7.8 For industrial units having co-generation facility, MMC shall be levied on the sanctioned contract demand of the load to be exclusively fed from the PSPCL's system or the actual demand in KVA recorded during the month, whichever is the highest.

SI.8 Demand Surcharge for exceeding the contract demand:

If the consumer in a month exceeds the contract demand, demand surcharge shall be charged at an additional rate of Rs.750/- per KVA of excess demand irrespective of number of defaults. This demand surcharge shall be without prejudice to the PSPCL's right to take such other appropriate action as may be deemed necessary to restrain the consumer from exceeding his contract demand.

In the event of MDI being defective and computed maximum demand more than the contract demand, no surcharge for demand consequent to this computation shall be levied provided the consumer's connected load is verified immediately and found within sanctioned load.

SI.9 Load Surcharge for unauthorized connected load:

SI.9.1 No load surcharge shall be levied for the extra load connected by the consumer temporarily or otherwise thereby exceeding sanctioned connected load provided the sanctioned contract demand is not exceeded during the month.

SI.9.2 Compensation for damage:
Any consumer who exceeds his contract demand shall be liable to compensate the PSPCL for all damages occasioned to its equipments or machinery by reason of this default. Without prejudice to this right, the PSPCL may also cause the service of the consumer to be disconnected without any notice.

SI.10 Force Majeure applicable for Arc/Induction furnaces:

In the event of lockouts due to labour problems, failure/damage of EHV Power transformer (33 KV and above), failure on the part of PSPCL to supply power, fires, earth quakes, floods, tempests and lightening directly resulting into closure of industry or normal supply hours reduced through specific orders of the PSPCL for power regulation purposes thereby effecting the normal working of the industry, the consumer shall be entitled to proportionate reduction in monthly minimum charges provided that such closure or reduced working hours continue for at least seven days consecutively in a billing cycle month directly as a consequent of any of the above conditions with the approval of load sanctioning authority. In the event of relief being allowed in monthly minimum charges under above conditions, the consumers shall however be required to pay monthly minimum charges as applicable to general industrial large supply consumers.

SII Schedule of Tariff for Medium Industrial Supply (MS):

SII.1 Availability:

This tariff shall apply to all industrial power supply consumers having connected load ranging from 21 KW to 100 KW.

SII.2 Character of Service:

A.C. 50 cycles, Three Phase 400 volts or 11 KV at supplier's option.

SII.3 Tariff:

Energy charges for:

SII.3.1	General industry	:	458 paise per unit
SII.3.2	Seasonal industries including Cotton ginning, pressing & bailing plants, Rice shellers , kinnow grading & waxing centres and Rice bran stabilization units (without T.G. Sets). during the season.	:	458 paise per unit
	Off season	:	525 paise per unit

The energy charges under paras SII.3.1 and SII.3.2 above shall be without prejudice to levy of monthly minimum charges as per para SII.7 of this Schedule.

SII.3.3 The above tariff covers supply at 400 volts. A rebate of 7.5 % on the consumption charges including demand charges if any or monthly minimum charges shall be allowed to consumers where supply is given at 11 KV or being catered at higher voltage against the supply voltage of 400 volt.

SII.3.4 In case of steel rolling mills having supply at 400 volts, a surcharge of 5% shall be leviable.

SII.3.5 In case of Rice shellers, Ice factories, Cold storages & Stone crushers falling under MS category, the consumption shall be metered at 11 KV. The consumer shall be at liberty to install his own transformer. A rebate of 7.5 % shall be allowed on consumption charges provided the transformer is installed by the consumer otherwise rebate of 3% on consumption charges including demand charges if any shall be allowed where transformer is installed by the PSPCL at its cost.

SII.4 Power Factor:

The monthly average power factor of the plant and apparatus owned by the consumer shall not be less than 0.90. The monthly average power factor shall mean the ratio expressed as percentage of total KWH to total KVAH supplied during the month. The ratio shall be rounded up to two figures.

SII.4.1 Low Power Factor Surcharge:

If the monthly average power factor falls below 0.90, the consumer shall pay on the bill amount a surcharge of 1% for each 0.01 decrease in the monthly average power factor below 0.90 to 0.80, the surcharge shall be 2% for each 0.01 decrease of monthly average power factor below 0.80.

SII.4.2 Incentive:

If the monthly average power factor exceeds the threshold limit of 0.90 for general industry and 0.95 for Power Intensive Units, Arc Furnaces and mixed typed of industries incentive @ 0.25%, for each increase of 0.01 above 0.90 for general industry and 0.95 for Power Intensive Units, Arc Furnaces and mixed typed of industries shall be allowed on the bill amount.

SII.4.3 For the purpose of power factor surcharge & incentive the bill amount shall mean the consumption charges including demand charges, if any, in a month, but not the bill amount payable on monthly minimum charges. The bill amount for low power factor surcharge & incentive shall also include the surcharge or rebate as applicable under above paras- SII.3.4 & 3.5.

SII.5 Seasonal Industries:

Seasonal industries shall be billed as per Condition no. 18 of General Conditions of Tariff.

SII.6 Factory Lighting:

The consumption for the bonafide factory lighting and residential quarters, if any, attached to the factory shall not be metered separately. Only one meter shall be installed for industrial and general load and entire consumption shall be charged at the rate for industrial consumption.

SII.7 Monthly Minimum Charges:

The monthly minimum charges shall be leviable as under:-

SII.7.1	Cotton ginning, pressing & bailing plants, Rice shellers, Huller Mills and Rice bran stabilization units (without TG Sets) during the season Off Season	Rs.410/-per KW or part thereof of sanctioned load. N.A.
SII.7.2	Ice Factories and Ice Candies	(a) Rs.558/- per KW or part thereof for the months from April to July. (b) Rs.112/- per KW or part thereof for remaining 8 months of the year.
SII.7.3	Cold Storage	a) Rs.558/- per KW or part thereof for the months from April to July. (b) Rs.112/- per KW or part thereof for remaining 8 months of the year.
SII.7.4	Other general industries	Rs.148/- per KW or part thereof : of sanctioned load

The above shall be charged as per clause 18 general conditions of tariff and relevant tariff orders.

SII.8 Load Surcharge for exceeding the connected load:

SII.8.1 If the connected load of a consumer exceeds the permissible limits over and above the sanctioned load, the excess load shall be unauthorized load. Such excess load shall be charged load surcharge at an additional rate of Rs.750/- per KW for each default. This load surcharge shall be without prejudice to the PSPCL right to take such other appropriate action as may be deemed necessary to restrain the consumer from exceeding his sanctioned connected load. The unauthorized load so detected shall be got removed. However, if the unauthorized extension is up to 25% of the sanctioned load in case of green category of industries in non residential areas and 10% of the sanctioned load in other cases, the consumers shall not be required to pay load surcharge and their connection shall not be disconnected. The unauthorised load above 10% and upto 25% of the sanctioned load so detected is to be got regularized by the consumer. The extra load permissible shall be to the extent that total load does not exceed 100 KW.

SII.8.2 Compensation for damage:

Any consumer who exceeds his sanctioned connected load shall be liable to compensate the PSPCL for all damages occasioned to its equipment or machinery by reason of this default. Without prejudice to this right, the PSPCL may also cause the service of the consumer to be disconnected without any notice.

SIII Schedule of Tariff for Small Industrial Supply (SP):**SIII.1 Availability:**

Available to small power industries with connected load not exceeding 20 KW (26 BHP) in Urban and Rural Areas.

SIII.2 Character of Service:

A.C. 50 cycles, Three Phase 400 volts or Single Phase 230 volts at supplier's option.

SIII.3 Tariff:

Energy charges for:

- | | | | |
|----------|---|---|--|
| SIII.3.1 | General industry | : | 414 paise per unit |
| SIII.3.2 | Seasonal industries including
Cotton ginning, pressing & bailing
plants, Rice shellers and Rice bran
stabilization units (without T.G.
Sets) during the season.
Off Season | : | 414 paise per unit

491 paise per unit |

The energy charges under paras SIII.3.1 and SIII.3.2 above shall be without prejudice to levy of monthly minimum charges as per para SIII.6 of this Schedule.

SIII.4 Seasonal Industry:

Seasonal industries shall be billed as per Condition No. 18 of General Conditions of Tariff.

SIII.5 Factory Lighting:

The consumption for the bonafide factory lighting and residential quarters, if any, attached to the factory shall not be metered separately. Only one meter shall be installed for industrial and general load and entire consumption shall be charged at the rate for industrial consumption.

SIII.6 Monthly Minimum Charges:

The monthly minimum charges shall be leviable as under:-

- | | | | |
|----------|--|--|------|
| SIII.6.1 | Cotton ginning, pressing &
bailing plants, Rice
shellers, Huller Mills and
Rice bran stabilization
units (without T.G. Sets)
during the season.
Off Season | Rs.410/-per KW or part thereof of
sanctioned load.

: | N.A. |
| SIII.6.2 | Ice factories and Ice
candies | (a) Rs.558/- per KW or part thereof
for the months from April to July.
(b) Rs.112/- per KW or part thereof for
remaining 8 months of the year. | |
| SIII.6.3 | Cold storages | (a) Rs. 558/- per KW or part thereof
for the months from April to July.
(b) Rs. 112/- per KW or part thereof
for remaining 8 months of the
year. | |
| SIII.6.4 | Other general industries | Rs. 112/- per KW or part thereof of
sanctioned load. | |

The above shall be charged as per Clause No. 18 of general conditions of tariff and relevant tariff orders.

SIII.7 Load Surcharge for exceeding the connected load:

- SIII.7.1 If the connected load of a consumer exceeds the permissible limits over and above the sanctioned load, the excess load shall be unauthorized load. Such excess load shall be charged load surcharge at an additional rate of Rs.750/- per KW for each default. This load surcharge shall be without prejudice to the PSPCL right to take such other appropriate action as maybe deemed necessary to restrain the consumer from exceeding his sanctioned connected load. The unauthorized load so detected shall be got removed. However, if the unauthorized extension is up to 25% of the sanctioned load in case of green category of industries in non residential areas and 10% of the sanctioned load in other cases, the consumers shall not be required to pay load surcharge and their connection shall not be disconnected. The unauthorised load

above 10% and upto 25% of the sanctioned load so detected is to be got regularized by the consumer. The extra load permissible shall be to the extent that total load does not exceed 20 KW.

SIII.7.2 Compensation for damage:

Any consumer who exceeds his sanctioned connected load shall be liable to compensate the PSPCL for all damages occasioned to its equipment or machinery by reason of this default. Without prejudice to this right, the PSPCL may also cause the service of the consumer to be disconnected without any notice.

SIII.8 Capacitor Surcharge:

All consumers shall be required to install Shunt Capacitors having suitable KVAR capacity as prescribed in Conditions of Supply of the PSPCL. No connection shall be released without installation of Shunt Capacitors of requisite capacity.

In case Shunt Capacitor(s) is/are found to be missing or inoperative or damaged, a 15 days' notice shall be issued to the consumer for rectification of the defect and setting right the same. In case the defective capacitor(s) is/are not replaced/rectified within 15 days of the issue of notice, a surcharge @ 20% on bill amount shall be levied for the preceding two months and it shall continue to be levied till the defective capacitor(s) is/are replaced/rectified to the satisfaction of the PSPCL. In case the capacitor(s) is/are found to be of inadequate rating, the capacitor surcharge shall be levied on prorata basis.

SIII.9 Power factor surcharge / incentives: -

All new consumers under this schedule will be provided with meter / metering equipment to measure monthly average power factor and power factor rebates / surcharges would be applicable in the same manner as prescribed above.

Existing SP consumers as on 6.11.2009 shall be given option to either continue under the existing provisions specified above or opt for installation of meter / metering equipment to measure the monthly average power factor, thereafter the incentive / penalty would be become applicable.

The PSPCL within a period of 18 months (w.e.f. 01.01.2010) will take necessary steps to install meter / metering equipment on the premises of those consumers who opt to come under this scheme to measure monthly average power factor after which the SP consumers will be allowed a rebate @ 0.25 % on the bill amount for each 0.01 rise in power factor above threshold limit of 0.88. A power factor surcharge would be leviable @ of 1% of the bill amount for each 0.01 fall in the power below 0.88. The rate of surcharge will be 2% of the bill amount for each 0.01 fall in power factor below 0.80. However, till meters for measuring average power factor are installed the existing consumers will be governed by the present provisions (SIII.8).

The bill amount will mean the consumption charges including demand charges, if any, in a month but not the bill amount payable on monthly minimum charges

SIV Schedule of Tariff for Agricultural Pumping Supply (AP):

SIV.1 Availability:

Available for irrigation pumping supply loads including Kandi Area tubewells, tubewells in farms of PAU, Lift irrigation tubewells, PSTC tubewells, IB tubewells and tubewells installed under Technical Co-operative Assistance, tubewell connections released to Co-operative Societies formed by marginal farmers for installing deep bore tubewells under Central Assistance Schemes and tubewells used to provide irrigation for horticulture/floriculture in open field condition or net houses/green/hot houses. Power utilized for any other purpose shall be separately meter and charged under the relevant schedule.

SIV.2 Character of Service:

A.C. 50 cycles, Three Phase 400 volts or Single Phase 230 volts.

SIV.3 Tariff:

- | | |
|-----------------------------|---|
| (i) Without Govt. subsidy : | (a) Flat Rate supply:
Rs.273/- per BHP per month
(b) Metered supply:
320 paise per Kwh |
| (ii) With Govt. subsidy : | Rs. 50/- per BHP / per Month or 59 paise per KWH |

SIV.4 Monthly Minimum Charges:

- | | | |
|--------------------------|---|------|
| (i) For Flat Rate supply | : | N.A. |
| (ii) For Metered supply | : | N.A. |

SIV.5 Flat rate supply shall only be allowed to consumers getting supply from rural feeders with connected load up to and including 20 BHP. The consumers with connected load above 20 BHP shall be given metered supply only. Also the consumers located within Municipal Limits of cities/towns or getting supply from Urban/City/Urban Pattern Supply feeders shall be covered under metered supply only.

SIV.5.1 AP consumers running other industry on their tubewell connections and vice-versa irrespective of quantum of connected load but not exceeding sanctioned load shall be given metered supply and charged under relevant industrial tariff. They shall, however, be subject to monthly minimum charges as provided in the relevant industrial tariff.

SIV.5.2 20% surcharge on flat rate charges (to be taken as Rs.50 per BHP) in case of agricultural consumers covered under flat rate/metered supply category shall be leviable until and unless a consumer fulfils the following requirements:-

- | | |
|-----------|--|
| SIV.5.2.1 | Delivery pipe should not be more than 2 feet above the ground level water channel except for the consumers who are having underground irrigation system. |
| SIV.5.2.2 | Bend used in the delivery pipe should not be sharp but of suitable curvature. |
| SIV.5.2.3 | Motor-Pump should be installed on a Pucca leveled foundation. |

SIV.5.3 Fixed charges for tubewells wherever an agricultural tubewell is used for fish farming shall be as below:-

- | | | | |
|----|---|---|---------------------|
| 1. | Fish culture in a pond upto half acre | : | Rs.600/- per annum |
| 2. | Fish culture in a pond above half acre but upto one acre | : | Rs.1200/- per annum |
| 3. | Additional area under fish pond to be charged in multiples of half acre rate. | | |

The pond area shall include bundhing. Relevant industrial tariff shall be applied for such tubewells which are exclusively used for fish farming.

SIV.5.4 Misuse of AP supply:

The misuse of power supply provided for agricultural tubewells for other purposes such as domestic, commercial and industrial purposes shall be strictly banned. In case any consumer is found misusing AP supply for other activities such as Poultry Farms, Brick Kilns & Farm Houses etc, his connection shall be disconnected immediately without any notice and only metered supply under relevant industrial tariff depending upon the load shall be given as per procedure laid down in the Sales instructions of the PSPCL.

SIV.5.4.1 Such consumer shall also pay compensation amount @ Rs.750/- per KW or part thereof of the sanctioned load.

SIV.6 Pump House Lighting:

The consumption for bonafide lighting of the pump or machine house of 2 CFL with total wattage aggregating 40 watts shall be allowed per tube well connection.

SIV.7 Load Surcharge for exceeding connected load:-

SIV.7.1 If the connected load of a consumer exceeds the sanctioned load, the excess load shall be unauthorized load. Such excess load shall be charged load surcharge at an additional rate of Rs.1000/- per BHP for each default. This load surcharge shall be without prejudice to PSPCL's right to take such other appropriate action as may be deemed necessary to restrain the consumer from exceeding his sanctioned connected load. However, if unauthorized extension is up to 10% of the sanctioned load, the consumer shall pay load surcharge and connection may not be disconnected. The unauthorized load so detected shall, however, be got removed.

SIV.7.2 Any consumer who exceeds his sanctioned connected load shall be liable to compensate the PSPCL for all damages occasioned to its equipment or machinery by reason of this default. Without prejudice to this right, the PSPCL may also cause the service of the consumer to be disconnected without any notice.

SIV.8 Installation of Shunt Capacitors:

SIV.8.1 No new tubewell connection shall be released without installation of Shunt Capacitors of requisite capacity. The KVAR capacity of Shunt Capacitors to be installed shall be as prescribed in Conditions of Supply of the PSPCL. Prospective consumers shall be required to purchase capacitors of ISI Mark only or from approved suppliers of capacitors circulated by the PSPCL from time to time.

SIV.8.2 Where the existing AP consumers have got installed Shunt Capacitors at their tubewell premises from the PSPCL against payment of monthly rentals, they shall continue to be charged rentals @ Rs.4/- per KVAR per month from the date of installation. The rentals shall, however, be recovered on half yearly basis i.e. Rs.24 per KVAR in April and October every year.

SV Schedule of Tariff for Non Residential Supply (NRS):**SV.1 Availability:**

SV.1.1 Supply for lights, fans, appliances like pumping set and air-conditioning units / plants, lifts, welding set, small lathe, electric drill, heater, battery charger, embroidery machine, printing press, ice candy, dry cleaning machines, power press, small motors etc. in non-residential premises such as business houses, cinemas, clubs, offices, hospitals and private educational institutions viz school, colleges and universities, hostels and residential quarters attached thereto where such institutions / installations are not covered under schedule DS / BS, hotels / motels, departmental stores, shops, guest houses and restaurants. All private sports institutions / facilities including gymnasiums will also come under this category.

SV.1.2 No separate connection / circuit under any other category will be permitted in the premises where supply is under this schedule. However, a separate connection in a portion of residential premises used for regular conduct of business will be permissible.

SV.1.3 Any of the following activity carried out in a part of residential premises will be covered under this schedule

- a) A Private out patient clinic / hospitals or laboratories
- b) PCOs.
- c) Milk processing (other than chilling plant) for commercial purposes.
- d) Offices of any other professional service provider.

Note Oil Gas terminals, gas bottling plant and depots of oil / gas companies will be charged under relevant schedule of industrial tariff.

SV.2 Character of Service:

A.C. 50 cycles, Single Phase 230 volts or three phase 400 volts. For loads exceeding 100 KW, supply shall be given at 11 KV and the contract demand shall not be less than 100 KVA. For higher loads, supply shall be given at 33/66/132/220 KV depending on quantum of contract demand and availability of bus voltage and transformer winding capacity at the feeding sub-station wherever possible at the discretion of the supplier.

SV.3 Tariff:

SV.3.1 Energy charges : 519 paise per unit

without prejudice to monthly minimum charges under para SV.4 below.

SV.3.2 Rebate of 7.5% on consumption charges shall be allowed to the consumers, if supply is given at 11 KV against specified voltage of 400 volt.

Note: The tariff rates shall be increased by 25% on private hospitals & MR / CT Scan centres obtaining continuous supply under NRS Schedule and have minimum load of 100 KW and are supplied electricity through independent feeder. All Govt. Hospitals and Hospitals run by charitable institutions exempted under section-80G of Income Tax Act 1961 shall be exempted from this levy of 25% extra tariff.

SV.4 Monthly Minimum Charges

The monthly minimum charges shall be Rs.136/- per KW for load upto 100 KW and Rs. 122/- per KVA for loads exceeding 100 KW. MMC shall be computed on actual sanctioned load / demand without rounding off of load.

SV.5 Load Surcharge

SV.5.1.1 For loads upto 100 KW

If the connected load of a consumer exceeds the sanctioned load, the excess load shall be unauthorized load. Such excess load shall be charged load surcharge at the rate of Rs.750/- per KW in case of Single Phase connections & at the rate of Rs.1500/- per KW in case of Three Phase connections for each default. This load surcharge shall be without prejudice to the PSPCL's right to take such other appropriate action as may be deemed necessary to restrain the consumer from exceeding his sanctioned connected load. However, if unauthorized extension is up to 10% of sanctioned load or 50 KW whichever is less the consumer shall pay load surcharge and the connection shall not be disconnected. The unauthorized load so detected shall however be got regularized.

SV.5.1.2 For loads above 100 KW

No load surcharge shall be levied for the extra load connected by the consumer temporarily or otherwise thereby exceeding sanctioned connected load provided the sanctioned contract demand is not exceeded during the month.

Any consumer who exceeds his sanctioned connected load/demand shall be liable to compensate the PSPCL for all damages occasioned to its equipment or machinery by reason of this default. Without prejudice to this right the PSPCL may also cause the service of the consumer to be disconnected without any notice.

SV.6 Single point supply in private building complex:

Mixed or pre-dominantly commercial loads of private connections housed in a building complex with single ownership shall be catered as a single point supply under this Schedule with 5% rebate on consumption charges or monthly minimum charges. In case ownership is different, individual connections shall

be allowed with metering at a suitable place. Single point supply shall be provided only if the connected load is 50 KW or above. Supply voltage shall be decided as per Sales Regulations of the PSPCL.

SV.7 Power factor surcharge / incentive: -

Consumers with load exceeding 100 KW and getting supply at 11 KV or higher voltage shall be required to maintain a monthly average power factor of 0.90 with effect from 01.04.2010. Consumers would install capacitors of adequate capacity to achieve prescribed power factor. The consumers whose monthly average power factor falls below 0.90 will be levied a power factor surcharge @ 1% of the bill amount for each 0.01 fall in power factor below 0.90. The surcharge will be @ 2% of the bill amount for each 0.01 fall in power factor below 0.80.

Consumers with monthly average power factor exceeding 0.90 will be allowed a rebate @ 0.25% on the bill amount for each 0.1 rise in power factor above 0.90.

The bill amount will mean the consumption charges including demand charges, if any, in a month but not the bill amount payable on monthly minimum charges.

SV.8 Demand Surcharge for exceeding the contract demand:

If the consumer in a month exceeds the contract demand, demand surcharge shall be charged at an additional rate of Rs.750/- per KVA of excess demand irrespective of number of defaults. This demand surcharge shall be without prejudice to the PSPCL's right to take such other appropriate action as may be deemed necessary to restrain the consumer from exceeding his contract demand.

In the event of MDI being defective and computed maximum demand more than the contract demand, no surcharge for demand consequent to this computation shall be levied provided the consumer's connected load is verified immediately and found within sanctioned load.

SVI Schedule of Tariff for Domestic Supply (DS):

SVI.1 Availability:

- SVI.1.1 a) Supply to a residential premises for lights, fan, domestic pumping set, Single Phase toka machine not exceeding 2 BHP and other house hold appliances.
- b) Where a portion of the dwelling is used regularly for the conduct of business, the supply in that portion shall be separately metered under a separate connection and billed under Schedule NRS. If a separate meter is not obtained, the entire supply shall be classified under Schedule NRS.
- SVI.1.2 a) Supply to Govt. / Govt. aided educational institutions viz. schools, colleges, universities, I.T.Is, hostels and residential quarters attached to the educational institutions shall be classified under Domestic Supply. Hostels will be considered as one unit and billed without compounding
- b) Supply to hostels and /or residential quarter attached with the private educational institutions where separately metered. Hostels will be considered as one unit and billed without compounding.
- c) Supply to Govt. sports institutions / facilities including gymnasiums
- SVI.1.3 Supply to all places worship provided that concerned AE/AEE/Xen (DS) certifies the genuineness place being use for worship by general public.
- SVI.1.4 Supply to Sainik Rest Houses of Rajya Sainik Board.
- SVI.1.5 Supply to Govt. Hospitals, Dispensary and Hospitals run by charitable institutions approved under section 80 (G) of the income tax Act
- SVI.1.6 Release of more than one connection in the premises of Domestic Supply consumer is allowed subject to the following conditions:-

- SVI.1.6.1 In case of different family members/occupants living in a house and each having registered ownership in his/her name by way of separate partition deed duly notarized and having separate kitchen can be given separate connections in their names in the same premises. In such cases, tariff applicable for each individual connection would be as per slabs provided in Schedule DS-SVI.
- SVI.1.6.2 In case a tenant wants a separate connection, he shall supply (i) consent of the landlord in the form of affidavit that the landlord shall clear all the liabilities in case the tenant leaves the premises without paying PSPCL's dues (ii) registered rent deed as well.
- SVI.1.6.3 The PSPCL shall not install any sub meter which can however be done by owner of the house/tenant at his level for apportionment of consumption recorded by the main meter. The PSPCL, shall, in this case, recover energy bill on the consumption recorded on the main meter.

SVI.2 Character of Service:

A.C. 50 cycles, Single Phase 230 volts or three phase 400 volts. For loads exceeding 100 KW, supply shall be given at 11 KV and the contract demand shall not be less than 100 KVA. For higher loads, supply shall be given at 33 / 66 / 132 / 220 KV depending on quantum of contract demand and availability of bus voltage and transformer winding capacity at the feeding sub-station wherever possible at the discretion of the supplier.

SVI.3 Tariff:

SVI.3.1 Energy charges for:

First 100 units	:	311 paise per unit per month
Next 200 Units	:	452 paise per unit per month
Above 300 Units.	:	478 paise per unit per month

without prejudice to monthly minimum charges under para SVI.4 below.

SVI.3.2 Rebate of 7.5% on consumption charges or monthly minimum charges shall be allowed if supply is given at 11 KV against specified voltage of 400 volt.

SVI.3.3 Energy charges for Golden Temple, Amritsar and Durgiana Mandir, Amritsar shall be:

(i) First 2000 units	:	Free
(ii) Beyond 2000 units	:	369 paise per unit per month

SVI.4 Monthly Minimum Charges:

Monthly minimum charges shall be Rs.38/- per KW for load upto 100 KW and Rs. 34 per KVA for load exceeding 100 KVA. MMC shall be computed on actual sanctioned load / demand without rounding off of load.

MMC shall not be applicable to Golden Temple, Amritsar and Durgiana Mandir, Amritsar.

SVI.5 Load Surcharge:

SVI.5.1.1 For load upto 100 KW

If the connected load of a consumer exceeds the sanctioned load, the excess load shall be unauthorized load. Such excess load shall be charged load surcharge at a rate of Rs.750/- per KW for Single Phase and Rs.1,500/- per KW for Three Phase connections for each default. This load surcharge shall be without prejudice to the PSPCL's right to take such other appropriate action as may be deemed necessary to restrain the consumer from exceeding his sanctioned connected load. However, if unauthorized extension is up to 10% of sanctioned load or 50 KW whichever is less, the consumer shall pay load surcharge and the connection may not be disconnected. The unauthorized load so detected shall, however, be got regularized.

SVI.5.1.2 For loads above 100 KW

No load surcharge shall be levied for the extra load connected by the consumer temporarily or otherwise thereby exceeding sanctioned connected load provided the sanctioned contract demand is not exceeded during the month.

Any consumer who exceeds his sanctioned connected load /demand shall be liable to compensate the PSPCL for all damages occasioned to its equipment or machinery by reason of this default. Without prejudice to this right, the PSPCL may also cause the service of the consumer to be disconnected without any notice.

SVI.6 Single point supply in a private building complex:

Pre-dominantly domestic loads of private connections housed in a building complex with single ownership shall be catered as a single point supply under this Schedule with 5% rebate on consumption charges or monthly minimum charges. In case ownership is different, individual connections shall be allowed with metering at a suitable place. Single point supply shall be provided only if the connected load is 50 KW or above. Supply voltage shall be decided as per Sales Regulations of the PSPCL.

SVI.7 Free electricity to SC/Non SC / BPL consumers:

SVI.7.1 "Free electricity up to first 100 units per month is to be given to Domestic Supply consumers belonging to Schedule Castes / Non SC / BPL having sanctioned load up to 1000 watts. In such cases bills shall be prepared in a normal way but energy charges and Electricity Duty shall not be recoverable up to 100 units per month (200 units bimonthly). Monthly meter rentals and service charges as per Schedule of General Charges shall not be levied. MMC shall not be applicable to such consumers."

SVI.7.2 This facility shall however be admissible to those SC / BPL consumers who fulfill the pre-requisites as prescribed in the Electricity Supply Instructions Manual of the PSPCL

SVI.8 Power factor surcharge / incentive: -

Consumers with load exceeding 100 KW and getting supply at 11 KV or higher voltage shall be required to maintain a monthly average power factor of 0.90 with effect from 01.04.2010. Consumers would install capacitors of adequate capacity to achieve prescribed power factor. The consumers whose monthly average power factor falls below 0.90 will be levied a power factor surcharge @ 1% of the bill amount for each 0.01 fall in power factor below 0.90. The surcharge will be @ 2% of the bill amount for each 0.01 fall in power factor below 0.80.

Consumers with monthly average power factor exceeding 0.90 will be allowed a rebate @ 0.25% on the bill amount for each 0.1 rise in power factor above 0.90.

The bill amount will mean the consumption charges including demand charges, if any, in a month but not the bill amount payable on monthly minimum charges.

SVI.9 Demand Surcharge for exceeding the contract demand:

If the consumer in a month exceeds the contract demand, demand surcharge shall be charged at an additional rate of Rs.750/- per KVA of excess demand irrespective of number of defaults. This demand surcharge shall be without prejudice to the PSPCL's right to take such other appropriate action as may be deemed necessary to restrain the consumer from exceeding his contract demand.

In the event of MDI being defective and computed maximum demand more than the contract demand, no surcharge for demand consequent to this computation shall be levied provided the consumer's connected load is verified immediately and found within sanctioned load.

SVII Schedule of Tariff for Bulk Supply (BS):

SVII.1 Availability:

SVII.1.1 Supply for general or mixed loads exceeding 10 KW to MES, Defence Establishments, Railways, CPWD institutions, Irrigation Head Works,

Jails, Policy / Para Military Establishments / Colonies or other institution like Universities, Hospital, Medical Colleges, Educational Institutions having mixed load subject to a minimum of 25% domestic load and Industrial Load not exceeding 50%, where further distribution will be undertaken by the consumer. Institutions / Installation having DS load less than 25% will be covered under relevant schedule. Where industrial load of any installation exceeds 50% of the total load, such an installation will be charged applicable industrial tariff.

SVII.2 Character of Service:

A.C. 50 cycles, Three Phase 400 volts or 11 KV or higher voltage at the option of the supplier. Loads exceeding 100 KW shall be released on HT/EHT only and the contract demand shall not be less than 100 KVA.

SVII.3 Tariff:

Energy charges for:

HT/EHT (11 KV or above)	:	461 paise per unit
LT (400 volts)	:	489 paise per unit

Energy charges shall be without prejudice to the monthly minimum charges leviable as per para SVII.4 of this Schedule.

Note: The tariff rates shall be increased by 25% on private hospitals & MR / CT Scan centres obtaining continuous supply under BS Schedule and have minimum load of 100 KW and are supplied electricity through independent feeder. All Govt. Hospitals and Hospitals run by charitable institutions exempted under section-80G of Income Tax Act 1961 shall be exempted from this levy of 25% extra tariff.

SVII.4 Monthly Minimum Charges:

SVII.4.1	HT/EHT Bulk Supply	:	Rs.219/- per KVA of sanctioned contract demand.
SVII.4.2	LT Bulk Supply	:	Rs.219/- per KW or part thereof of the sanctioned load.

SVII.5 Load Surcharge:

SVII.5.1

SVII.5.1.1 **Bulk Supply consumers,**

If the **contract demand** exceeds the sanctioned CD, Such excess Demand shall be charged at an additional rate of Rs.750/- per kva for each default. This demand surcharge shall be without prejudice to the PSPCL's right to take such other appropriate action as may be deemed necessary to restrain the consumer from exceeding his sanctioned Demand.

SVII.5.1.2 **HT/EHT Bulk supply:**

No load surcharge shall be levied for the extra load connected by the consumer temporarily or otherwise thereby exceeding sanctioned connected load provided the sanctioned contract demand is not exceeded during the month.

SVII.5.2 Any Bulk Supply consumer who exceeds his sanctioned connected load/ contract demand shall be liable to compensate the PSPCL for all damages occasioned to its equipment or machinery by reason of this default. Without prejudice to this right, the PSPCL may cause the service of the consumer to be disconnected without any notice.

SVII.6 Power Factor surcharge / incentive

Consumers with load exceeding 100 KW and getting supply at 11 KV or higher voltage shall be required to maintain a monthly average power factor of 0.90 with effect from 01.04.2010. Consumers would install capacitors of adequate capacity to achieve prescribed power factor. The consumers whose monthly average power factor falls below 0.90 will be levied a power factor surcharge

@ 1% of the bill amount for each 0.01 fall in power factor below 0.90. The surcharge will be @ 2% of the bill amount for each 0.01 fall in power factor below 0.80.

Consumers with monthly average power factor exceeding 0.90 will be allowed a rebate @ 0.25 % on the bill amount for each 0.1 rise in power factor above 0.90.

The bill amount will mean the consumption charges including demand charges, if any, in a month but not the bill amount payable on monthly minimum charges.

SVII.7 Demand Surcharge for exceeding the contract demand:

If the consumer in a month exceeds the contract demand, demand surcharge shall be charged at an additional rate of Rs.750/- per KVA of excess demand irrespective of number of defaults. This demand surcharge shall be without prejudice to the PSPCL's right to take such other appropriate action as may be deemed necessary to restrain the consumer from exceeding his contract demand.

In the event of MDI being defective and computed maximum demand more than the contract demand, no surcharge for demand consequent to this computation shall be levied provided the consumer's connected load is verified immediately and found within sanctioned load.

SVIII Schedule of Tariff for Street Lighting Supply (SL):

SVIII.1 Availability:

Available for Street Lighting system including signaling system and road and park lighting undertaken by the local bodies like Municipal Corporations, Municipal Committees, Nagar Councils and Panchayats, Institutions (at the discretion of the supplier) etc.

SVIII.2 Character of Service:

A.C. 50 cycles, Single Phase 230 volts or Three Phase 400 volts.

SVIII.3 Tariff:

Energy charges : 510 paise per unit plus line mtc. and lamp renewal charges

SVIII.4 Rates of Line Maintenance and Lamp Renewal Charges:

SVIII.4.1 Category-A:

Where the initial installation of complete street light fittings and lamps and their subsequent replacement shall be carried out at the PSPCL's cost, the line maintenance and lamp renewal charges shall be as under:-

SVIII.4.1.1 Ordinary lamps:

- (i) Lamps up to 150 watts : Rs.16/- per lamp per month
- (ii) Lamps above 150 watts : Special quotation

SVIII.4.1.2 Mercury Vapour lamps:

- (i) Lamps of 80 watts : Rs.49/- per lamp per month
- (ii) Lamps of 125 watts : Rs.53/- per lamp per month
- (iii) Lamps of 250 watts : Rs.90/- per lamp per month
- (iv) Lamps of 400 watts : Rs.101/- per lamp per month

SVIII.4.1.3 Fluorescent tubes:

- (i) Single 2 ft 20 watts : Rs.26/- per point per month
- (ii) Single 4 ft 40 watts : Rs.43/- per point per month
- (iii) Double 2 ft 20 watts : Rs.43/- per point per month
- (iv) Double 4 ft 40 watts : Rs.68/- per point per month

SVIII.4.2 Category-B

Where the initial installation and subsequent replacement of complete street light fittings shall be done at the cost of the PSPCL

and initial installation and subsequent replacement of lamps shall be done at the cost of Street Lighting consumers i.e. lamps to be supplied by the consumer.

Line maintenance and lamp renewal charges shall be as under:-

SVIII.4.2.1 Ordinary lamps:

- (i) Lamps up to 150 watts : Rs.14/- per lamp per month.
- (ii) Lamps above 150 watts : Special quotation
and special lamps

SVIII.4.2.2 Mercury Vapour lamps:

- (i) Lamps of 80 watts : Rs.29/- per lamp per month
- (ii) Lamps of 125 watts : Rs.36/- per lamp per month
- (iii) Lamps of 250 watts : Rs.63/- per lamp per month
- (iv) Lamps of 400 watts : Rs.68/- per lamp per month

SVIII.4.2.3 Fluorescent tubes:

- (i) Single 2 ft 20 watts : Rs.23/- per point per month
- (ii) Single 4 ft 40 watts : Rs.40/- per point per month
- (iii) Double 2 ft 20 watts : Rs.39/- per point per month
- (iv) Double 4 ft 40 watts : Rs.61/- per point per month

SVIII.4.3 Category-C:

Where the initial installation of complete street light fittings and lamps as well as their subsequent replacement shall be done at the cost of Street Lighting consumer i.e. fittings and lamps to be supplied by the consumer.

Line maintenance and lamp renewal charges shall be as under:-

SVIII.4.3.1 Ordinary lamps:

- (i) Lamps up to 150 watts. : Rs.11/- per lamp per month
- (ii) Lamps above 150 watts : Special quotation
and special lamps

SVIII.4.3.2 Mercury Vapour lamps:

- Lamps of 80,125, 250 : Rs.13/- per lamp per month
and 400 watts

SVIII.4.3.3 Fluorescent tubes:

- (i) Single 2 ft 20 watts : Rs.13/- per point per month
- (ii) Single 4 ft 40 watts : Rs.13/- per point per month
- (iii) Double 2 ft 20 watts : Rs.13/- per point per month
- (iv) Double 4 ft 40 watts : Rs.13/- per point per month

Note: Where the work of lamp renewal/replacement has been allotted to private parties by the local bodies, the charges pertaining to line maintenance and lamp renewal/replacement shall be shared by PSPCL and the Municipal Corporation/ Committee / Council(s) in the ratio of 50:50.

SVIII.4.4 Category-D:

Where the initial installation of complete street light fittings and lamps as well as subsequent replacement of fittings shall be carried out at the cost of Street Lighting consumer but the replacement of fluorescent tubes shall be done at the cost of the PSPCL i.e. fluorescent tubes to be supplied by the PSPCL.

Line maintenance and fluorescent tube replacement charges shall be as under:-

- (i) Fluorescent tubes single 2 ft 20 watts : Rs.16/- per point
per month

- | | | |
|-------|--|-------------------------------|
| (ii) | Fluorescent tubes single 4 ft 40 watts | : Rs.16/- per point per month |
| (iii) | Fluorescent tubes double 2 ft 20 watts | : Rs.18/- per point per month |
| (iv) | Fluorescent tubes double 4 ft 40 watts | : Rs.21/- per point per month |

SVIII.5 Rebate to Village Panchayats:

For Street Lighting supply to Village Panchayats, a rebate of twenty five percent over the standard tariff (i.e. energy charges and line maintenance and lamp renewal charges under all categories) shall be admissible.

SVIII.6 Annual Minimum Charges:

If the total number of units consumed in the whole year (calendar year) are less than those which would have been consumed if the lamps had been lit on an average of 8 hours per night over the whole year, the PSPCL shall charge for the difference between the stipulated units and units actually consumed at tariff rates. The units which would have been consumed in a calendar year shall be calculated on the basis of sanctioned load or connected load detected whichever is higher. The annual minimum charges shall be exclusive of line maintenance and lamp renewal charges.

SIX Schedule of Tariff for Railway Traction (RT):**SIX.1 Availability:**

Available to the Railways for traction load.

SIX.2 Character of Service:

A.C. 50 cycles, Single/Two Phase 132/220 KV depending upon the availability of bus voltage and transformer winding capacity at the feeding sub-station wherever possible at the discretion of the supplier.

SIX.3 Tariff:

Energy charges : 541 paise per unit
without prejudice to monthly minimum charges as per para SIX.4.

SIX.4 Monthly Minimum Charges:

The monthly minimum charges of Rs.224/- per KVA of the sanctioned contract demand shall be leviable.

SIX.5 Contract Demand and Demand Surcharge:

The contract demand means the maximum demand in KVA for the supply of which PSPCL undertakes to provide facilities from time to time. The railways shall intimate the contract demand for sanction and the same shall be taken as connected load.

- SIX.5.1 The maximum demand for any month shall be defined as the highest average load measured in Kilovolt-Amperes (KVA) during 30 or 15 consecutive minutes period of the month. If the actual demand recorded exceeds the sanctioned contract demand, such excess demand shall be charged at an additional rate of Rs.250/- per KVA irrespective of number of defaults.

SIX.6 Power Factor:

The monthly average power factor of the load shall not be less than 0.90 lagging. The monthly average power factor shall mean the ratio of total KWH to total KVAH supplied during the month. The ratio shall be rounded upto two figures.

SIX.6.1 Low Power Factor Surcharge:

If the monthly average power factor falls below 0.90, the Railway Traction consumer shall pay on the bill amount a surcharge of 1% for each 0.01 decrease in the monthly average power factor below 0.90 upto 0.80. The surcharge shall be 2% for each 0.01 decrease in monthly average power factor below 0.80.

SIX.6.2 Incentive:
If the monthly average power factor exceeds the threshold limit of 0.95, incentive @ 0.25% for each increase of 0.01 above the limit of 0.95 shall be allowed on the bill amount.

SIX.6.3 For the purpose of power factor surcharge or incentive, the bill amount shall mean the consumption charges including demand charges, if any, in a month, but not the bill amount payable on monthly minimum charges.

SIX.7 Single Point Delivery:

The above tariff is based on the supply being given through a single delivery and metering point and at a single voltage. Supply at any other point or at other voltage shall be separately metered and billed.

SX Schedule of Tariff for Temporary Metered Supply (TM)

SX.1 Tariff for Domestic and Non-Residential Supply:

SX.1.1 Availability:

Available to all Domestic and Non Residential Supply consumers excluding touring cinemas. Temporary supply will be permitted to an applicant under Reg.6.5 of the Supply Code for a period not exceeding two years in the first instance. However, for construction phase of the large project period may be extended further upto three years by CE(DS) and beyond three years by CE/Commercial.

SX.1.2 Character of Service:

A.C. 50 cycles, Single Phase 230 volts or three phase 400 volts. For loads exceeding 100 KW, supply shall be given at 11 KV and above depending on quantum / type of load and availability of bus voltage and transformer winding capacity at the feeding sub-station wherever possible at the discretion of the supplier.

SX.1.3 Tariff:

Flat rate of 815 paise per unit for entire consumption without prejudice to monthly minimum charges as per para SX.1.4.

SX.1.4 Monthly Minimum Charges:

Monthly minimum charges of Rs.689/- or Rs.137/- per KW of load whichever is higher for Domestic Supply consumers and Rs.1378/- or Rs.345/- per KW of load whichever is higher for Non Residential Supply consumers per connection will be applicable for each period of 30 days or less.

SX.1.5 Load Surcharge:

In case the consumers under this Schedule are detected to have installed load higher than the sanctioned load then in such cases the consumers shall be levied load surcharge at the rate of Rs.750/- per KW or part thereof of excess load.

SX.2 Tariff for Small, Medium and Large Industrial Power Supply:

SX.2.1 Availability:

SX.2.1.1 Available to all industrial consumers for loads including pumps for dewatering in case of floods. Temporary supply will be permitted to an applicant under reg.6.5 of the Supply Code for a period not exceeding two years in the first instance. However, for construction phase of the large project period may be extended further upto three years by CE (DS) and beyond three years by CE/Commercial

SX.2.1.2 Where factories with long gestation period have been sanctioned permanent loads, the temporary connection period may be extended for a period not exceeding two years in the first instance. However, for construction phase of the large project period may be extended further upto three years by CE(DS) and beyond three years by CE/Commercial

SX.2.3 Character of Service:

A.C. 50 cycles, Single Phase 230 volts or Three Phase 400 volts or 11 KV at supplier's option.

SX.2.4 Tariff:

Energy charges for: SP	:	414 paise per unit + 100%
MS	:	458 paise per unit + 100%

LS : 458 paise per unit + 100%
without prejudice to monthly minimum charges as per para SX.2.6.

SX.2.5 Factory Lighting:

SX.2.5.1 In case of temporary supply for Medium Supply and Small Power consumers, bonafide factory lighting consumption up to 5% of the industrial supply consumption should be billed on the respective industrial tariff as per para SX.2.4 and the balance consumption (if any) on tariff as per para SX.1.3 of this Schedule.

SX.2.5.2 In case of temporary supply to Large Industrial Supply consumers, the bonafide factory lighting and motive power consumption should be measured through one and the same meter and charged at the industrial tariff as per para SX.2.4 of this Schedule. The supply of colonies etc., if any, attached to the factory should be measured independently at 400 volts through a separate service and charged as per para SX.1.3 of this Schedule.

SX.2.6 Monthly Minimum Charges:

Rs. 552/- per KW of sanctioned load for SP & MS and Rs. 496/- per kVA for LS Category.

SX.2.7 Demand Surcharge and Load Surcharge:

In case temporary supply consumer covered under this schedule exceeds contract demand or unauthorized load is detected at his premises, the consumer shall be levied demand surcharge or load surcharge as applicable under relevant schedule for permanent supply plus 100%.

SX.3 Tariff for Wheat Threshers:

SX.3.1 Availability:

Available to all industrial and agricultural consumers for the threshing of wheat for the period between April 1 to June 30.

This Schedule, however, shall not be applicable to A.P. tubewell consumers who are allowed to operate wheat threshers for self use on their existing motors without any additional charges.

SX.3.2 Character of Service:

A.C. 50 cycles, Single Phase 230 volts or Three Phase 400 volts or 11 KV at supplier's option.

SX.3.3 Tariff:

Energy charges for:

SP	:	414 paise per unit + 100%
MS	:	458 paise per unit + 100%
LS	:	458 paise per unit + 100%

without prejudice to monthly minimum charges as per para SX.3.4.

SX.3.4 Monthly Minimum Charges:

As per para SX.2.6 of this Schedule.

SX.3.5 Demand Surcharge and Load Surcharge:

As per para SX.2.7 of this Schedule.

SX.4 Tariff for fairs, exhibitions, melas, and congregations:

SX.4.1 Availability:

Available to all large fairs like Jor Mela Fatehgarh Sahib, Hola Mohalla Anandpur Sahib, Baisakhi Mela Talwandi Sabo (Dam Dama Sahib) where a bulk supply connection is applied by Management / Institutions / Govt. etc.

SX.4.2 Character of Service:
A.C. 50 cycles, Three Phase 400 volts or 11 KV at supplier's option.

SX.4.3 Tariff:
Energy charges for:
HT : 461 paise per unit + 50%
LT : 489 paise per unit + 50%
without prejudice to monthly minimum charges as per para SX.4.4.

SX.4.4. Monthly Minimum Charges:
Monthly minimum charges of Rs.5,517/- per service shall be applicable.

SX.4.5 Load Surcharge:
In case consumers under this Schedule are detected to have installed load higher than the sanctioned load then in such cases the consumers shall be levied load surcharge at the rate of Rs.750/- per KW or part thereof of excess load.

SX.5 Tariff for Touring Cinemas:

SX.5.1 Availability:

SX.5.1.1 Available to all touring cinemas, theatres, circuses etc. However, supply shall be given separately for (a) lights and fans (b) motive load.

SX.5.1.2 The connection shall be sanctioned in the first instance for the entire period of validity of licence or for the period requisitioned for, whichever is less but should not exceed six months in any case. The period may be extended at the PSPCL's option up to one year.

SX.5.2 Character of Service:
A.C. 50 cycles, Single Phase 230 volts or Three Phase 400 volts or 11 KV at supplier's option.

SX.5.3 Tariff:

Energy charges for:

SX.5.3.1 Lights and fans : 815 paise per unit for the entire consumption

SX.5.3.2 Motive load :
SP : 414 paise per unit + 100%
MS : 458 paise per unit + 100%
LS : 458 paise per unit + 100%

The energy charges under paras SX.5.3.1 and SX.5.3.2 shall be without prejudice to the monthly minimum charges leviable as per para SX.5.4 of this Schedule.

SX.5.4 Monthly Minimum Charges:
Monthly minimum charges for lights & fans and motive load shall be Rs.1,378/- or Rs.345/- per KW of sanctioned load whichever is higher.

SX.5.5 Load Surcharge:
In case consumers under this Schedule are detected to have installed load higher than the sanctioned load then in such cases the consumers shall be levied load surcharge on the excess load at the rate of Rs.750/- per KW or part thereof.

SXI Schedule of Tariff for AP (High Technology) Supply

SXI.1 Availability

Available for High Technology green house farming (minimum area of 500 Sq. metre) having global GAP/ Hazard Analysis and Critical Control Point Certification from agency accredited by Agricultural Produce Export Development Agency (APEDA) and setting up a green house roof rain water harvesting system, storage tank and reuse capability.

SXI.2 Character of Service

AC 50 cycle 3 phase 400 volts and 11 KV supply for loads exceeding 100 KW.

SXI.3 Tariff

Metered AP High Tech. –Rs. 3.57/- per Kwh

SXI.4 Monthly minimum charges

Not applicable (NA)

SXI.5 Eligibility for Supply under this schedule.

Supply under this schedule shall be subject to following requirements

SXI.5.1

(i) Consumers will fulfill the minimum requirements for eligibility as indicated below:

- (a) Setting up a green house with a minimum area of 500 sq meters.
- (b) Obtaining a Global Gap Certificate for green house cultivation from a certification agency accredited by the Agriculture Produce Export Development Agency (APEDA).
- (c) Obtaining a Hazard Analysis and Critical Control Point (HACCP) certificate from a certification agency accredited by APEDA or any other recognized agency, if a packing house is an integral part of the green house project.
- (d) Setting up a green house roof rain water harvesting system, storage tank and reuse capability. PSPCL will standardize the specifications thereof in consultation with the Department of Soil and Water Conservation, Govt. of Punjab.

SXI.5.2 The provisions of the OYT scheme will be applicable for the release of a connection under this category.

Connections with a load of more than 100 KW will be released at 11 KV at the cost of the consumer. An independent feeder will be provided at the consumer's expense if uninterrupted supply is required. Connections with a load of less than 100 KW will be released from category-I or UPS feeders.

SXI.5.3 Peak load restrictions and monthly minimum charges will not be applicable to connections released under this category.**SXI.5.4** The load of 3 phase power plug(s) used for equipment temporarily connected for the maintenance and operation of a green house will be considered as 6 KW per power plug.**SXI.5.5** PSPCL will annually take necessary steps to verify that all applicants continue to fulfill the eligibility criteria as at (i) above for coverage under this category. In the event of a consumer ceasing to remain eligible, the connection released will be terminated.**SXI.6 Load /Demand surcharge for exceeding connected load/Demand****SXI.6.1** If the connected load of a consumer exceeds the permissible limits over and above the sanctioned load, the excess load shall be unauthorized load. Such excess load shall be charged load surcharge at an additional rate of Rs.750/- per KW for each default. This load surcharge shall be without prejudice to the PSPCL right to take such other appropriate action as may be deemed necessary to restrain the consumer from exceeding his sanctioned connected load. The unauthorized load so detected shall be got removed. However, if the unauthorized extension is up to 25% of the sanctioned load in case of green category of industries in non residential areas and 10% of the sanctioned load in other cases, the consumers shall not be required to pay load surcharge and their connection shall not be disconnected. The unauthorized load above 10% and up to 25% of the sanctioned load so detected is to be got regularized by the consumer. The extra load permissible shall be to the extent that total load does not exceed

100 KW. For the consumers having load above 100 KW, if the consumer exceeds his demand more than the Contract Demand he will be charged demand surcharge @Rs.750/KVA.

SXI.6.2 Compensation for damage:

Any consumer who exceeds his sanctioned connected load shall be liable to compensate the PSPCL for all damages occasioned to its equipment or machinery by reason of this default. Without prejudice to this right, the PSPCL may also cause the service of the consumer to be disconnected without any notice.

SXI.7 Installation of Shunt capacitor

No tubewell connection shall be released without installation of Shunt Capacitors of requisite capacity. The KVAR capacity of Shunt Capacitors to be installed shall be as prescribed by AP Category. Prospective consumers shall be required to purchase capacitors of ISI Mark only or from approved suppliers of capacitors circulated by the PSPCL from time to time.

(SECTION - V)

METER READING AND BILLING OF ENERGY SOLD

81. METER READING:

81.1 Meter readings of various categories of consumers with loads upto 500 KW shall be taken by the following officials:-

- | | |
|---|-----------------------|
| i) DS/NRS (loads upto 20 KW/ SP Connections)
(except spot billing) | Meter reader |
| ii) DS/NRS (21-50 KW) / BS Connections upto 100 KW | JE Incharge of feeder |

NOTE :AE/AEE/Xen (DS) will depute one LM /AJE to assist the JE incharge of the feeder for taking readings

- | | |
|---|----------|
| iii) DS/NRS (51-100KW) / MS Connections | AAE/JE-I |
|---|----------|

NOTE: In case the no. of connections exceeds 100 and is upto 300 Sr.Xen/ASE (DS) shall depute another AAE/JE-I to take readings. Where the no. of connections exceeds 300 AAE/JE (installation) shall also be deputed for taking readings.

- | | |
|---|----------------|
| iv) DS/NRS/LS/BS (100-500 KW) Connections | AE/AEE/Xen(DS) |
|---|----------------|

The periodicity for taking readings shall be as mentioned in the Supply Code (Regulation No. 30). If the load exceeds 100 KW, passbooks shall be provided to the consumers. For loads up to 100 KW meter reading cards shall be provided to the consumer. The billing in respect of DS/NRS connections with load exceeding 100 KW shall be done by CBC cell.

81.2 **Reading of meters of consumers having connected load of 500 KW and above:**

- i) The monthly reading will be recorded by Sr.XEN/Addl. SE (DS) & AE/AEE/XEN (DS) concerned and entered in the passbook of the consumer and of the Billing Section. Before recording the reading and breaking of paper / Patented seals Sr.XEN/Addl. SE (DS) shall verify intactness of these seals and certify genuineness of all other seals affixed on the meter and CTs/PTs before recording the reading and re-setting the MDI of the same. After recording the MDI reading, its knob will be re-set by Sr.XEN/Addl. SE (DS) and sealed by him. Then the MCB will be sealed by Sr.XEN/Addl. SE (DS). The paper seal signed by the Sr.XEN/Addl. SE(DS) and AE/AEE/XEN (DS) and the consumer's representative will be affixed on the MCB. This paper seal will have irregular figure drawn at site. Carbon copy of paper seal will be kept in the custody of Sr.XEN/Addl. SE(DS). The entries of the whole exercise, sequence-wise shall be made by Sr.XEN/Addl. SE(DS) in the pass books and signed by them. While recording the readings, one copy of the passbook will remain with the consumer and the other with the billing section.

The officers while recording readings shall study the consumption pattern of the consumer and in the event of any abnormal variation, the case shall be referred to SE (Enforcement) for in-depth investigation.

ii) **Recording of Reading in heavy Division/Sub-Divisions:-**

Wherever No. of connections in the jurisdiction of an officer in respective category exceed 60 for recording monthly readings by AEE/Sr. XEN, the concerned SE/DCE(DS), shall divide the No. of connections in two or more groups so that no group contains more than 60 consumers. The officers of other divisions / sub divisions in his jurisdiction may be detailed for taking such readings who will be responsible for sealing of connection(s) assigned to them for providing their seals on MDI and MCB. The responsibility for sealing CT/PT unit and meter terminal cover and correctness of connections will continue to be with the officer Incharge of Sub-Division and Division. However, any discrepancy observed during meter reading or any abnormal fall observed in consumption or MDI shall be reported by the officer taking readings to the concerned Sr.Xen (DS). in writing with copy to Circle Office.

- iii) The checklist as per format given in Appendix-I may be prepared and status recorded during recording of monthly reading. It will be the personal responsibility of the Addl.SE/Sr.Xen DS to ensure that a copy of the check list is attached with the meter reading record of every LS consumer every month without fail.

82. ELECTRICITY BILLS:

- 82.1 The procedure for issue and presentation of bills and delivery thereof is laid down in Regulation No. 30 of the Supply Code. The payment of bills, advance payment of electricity bills, adjustment of amount paid, levy of late payment surcharge and settlement of disputed bills shall be governed as per provisions of Regulation No.29,31,32,33,34 & 35 of the Supply Code. Bill may not be issued where Govt. intends to fully subsidize the electricity charges for any category of consumers.
- 82.2 **Extension in due date under force majeure:** Extension in due date shall be allowed in the event of unforeseen circumstances beyond the control of the consumers e.g. floods, strike by PSPCL's employees, curfew etc. Extension shall be allowed if grace dates of payment fall within the unforeseen circumstances by the following:
- | | |
|----------------------|---|
| 1. SE (DS) | Maximum period of 7 days on one occasion |
| 2. Er-in-Chief/CE/DS | Maximum period of 15 days on one occasion |
- 82.3 Token system shall be introduced at cash collection Centre and consumers shall be issued a token number and his payment shall be accepted when his turn comes. Display system shall be installed to indicate the token numbers.
- 82.4 The payment of the bills will be effected at the notified local collection centers of the PSPCL or any other payment center such as authorized post offices and banks or sewak bill collection machines (wherever installed) on any working day during hours allocated for the purpose. PSPCL may not accept cash payment, if the total amount payable exceeds (Rs. 5,000/-) five thousand rupees.
- 82.5 In case of transfer of property by sale/inheritance, the purchaser /heir will be liable to pay all charges due and found subsequently recoverable from the consumer as per Regulation 30.15 of the Supply Code.

83. INTERNET PAYMENT SYSTEM: -

- 83.1 PSPCL has launched Internet Payment System through its website www.PSPCL.in. The website provides the following services for the consumers:
1. On-line View of current and previous bills: A consumer can view his current bill and print a copy of his bill. A consumer can view the salient details of his previous bills.
 2. On-line View and Payment of current bills:
 - a. A consumers can register on PSPCL website with their details of account number etc. They are allotted a unique user-Id. The consumer can login into their web-site account using a password.
 - b. A registered user can add multiple consumer accounts to their website account to enable them to view / make payment of a number of bills.
 - c. The consumer can view and print their current bills.
 - d. The payment can be made by the consumers using a number of options which include:
 - i. VISA / MASTERCARD credit cards – Charge 1% of Bill Amt
 - ii. AMERICAN Express Credit Cards – Charge 1.75% of Bill Amt
 - iii. VISA / MASTERCARD DEBIT Cards – Charge 1% of Bill Amt
 - iv. MAESTRO/CIRRUS Debit Cards- Charge 1% of Bill Amt.
 - v. Net-Banking through banks as per list given below – Charge Rs 4/- per Bill
 - e. After successfully making the payment, the consumer can print their receipt.
 - f. The charges for payment shall be paid by the consumer and these shall be directly charged to the consumer by the Payment Gateway Service Provider. PSPCL shall receive the Net Bill Amount Payable as applicable before / after due date.

3. A registered user can change his password as frequently as he desires
4. A registered user can add / remove consumer accounts registered on the website
5. On-line logging of requests / suggestions/ help / complaints is also made available.
6. For telephonic support, contact can be made during office hours at Computer Center Ludhiana (0161-2455833).
7. The on-line bill view / payment service is available on all days including holidays and throughout the day (24 x 7) basis
8. The current list of Banks / Cards is given below: -

ABN Amro Bank	Net banking	ABN
AXIS Bank	Net banking	UTI
Bank of Baroda Corporate	Net banking	BBC
Bank of Baroda Retail	Net banking	BBR
Bank of Bahrain & Kuwait	Net banking	BBK
Bank of India	Net banking	BOI
City Union Bank	Net banking	CUB
Corporation Bank	Net banking	CRP
Deutsche Bank	Net banking	DBK
Federal Bank	Net banking	FBK
HDFC Bank	Net banking	HDF
ICICI Bank	Net banking	ICI
IDBI Bank	Net banking	IDB
Indian Overseas Bank	Net banking	IOB
IndusInd Bank	Net banking	IDS
Karnataka Bank	Net banking	KBL
Karur Vyasa Bank	Net banking	KVB
Kotak bank	Net banking	162
Oriental Bank of Commerce	Net banking	OBC
Punjab National Bank Corporate Net Banking	Net banking	CPN
Punjab National Bank Retail Net Banking	Net banking	PNB
South Indian bank	Net banking	SIB
State Bank of Bikaner & jaipur	Net banking	SBJ
State Bank of Hyderabad	Net banking	SBH
State Bank of India	Net banking	SBI
State Bank of Indore	Net banking	SBN
State Bank of Mysore	Net banking	SBM
State Bank of Patiala	Net banking	SBP
State Bank of Travancore	Net banking	SBT
Tamilnad Mercantile Bank	Net banking	TMB
Union Bank of India	Net banking	UBI
YES Bank	Net banking	YBK
Visa	Credit Card	CIT
Master	Credit Card	CIT
Diners	Credit Card	CIT
SBI Debit card	Debit Card	SDC
CITI Bank Debit Card	Net banking	CIT

83.2 ACCOUNTING PROCEDURE

- 1 The accounting procedure has been laid out by the Chief Accounts Officer / PSPCL vide Finance Circular No ___13_ dated _21-10-2009_.
- 2 As per the accounting procedure, the details of payments received through internet are to be accounted for by the accounting unit by downloading the information pertaining to the sub-divisions under their control.
- 3 The procedure for down-loading the information is provided in instruction 83.3 below

83.3 INSTRUCTIONS FOR DOWNLOADING DATA BY SUB_DIVISIONAL OFFICES

- 1) **USERNAMES** for all sub-divisional offices have been created in the internet payment system for down-loading the reports and changing the passwords. The initial password has been set as "PSPCL123" for all usernames. This password shall remain valid up to 31/12/2009. All users may login to their accounts and set their own passwords for accessing the down-loadable information.
- 2) The **USERNAMES** for all sub-divisions are based on the sub-division code for billing e.g. for Sub-division code "U21" the USERNAME will be "**U21_epay**". Similarly, for Sub-division having code "K34", the USERNAME will be "**K34_epay**". The users can log-in first time using their respective USERNAMES and common password "PSPCL123" and after successful login, they may change their password through the "**Change Password**" option available.
- 3) The Following Reports are down-loadable after successful login for various categories:
 - 3.1 Detailed Report of Transaction (Date-wise)
 - 3.2 Summary report of transactions (Date – wise)
 - 3.3 Day-wise Report (From x date to y date)
 - 3.4 Day-Wise Report Summary
- 4) These Reports may be printed and kept as record in Sub-Divisional Offices.
- 5) The Detailed Transaction report may be appended to the Cash-Collection Register (CCR Book) on daily basis
- 6) The report may also be tallied with the fortnightly / Monthly Cash Reconciliation report sent by the Computer Service Centers.

83.4 INSTRUCTIONS FOR SERVICE CENTERS:

- 1) The **USERNAMES** for all SERVICE CENTERS are based on the Circle code for billing e.g. for Circle code "U00" the USERNAME will be "**U00_epay**". Similarly, for Circle having code "K00", the USERNAME will be "**K00_epay**". The users can log-in first time using their respective USERNAMES and common password "PSPCL123" and after successful login, they may change their password through the "**Change Password**" option available.
- 2) The Following Reports are down-loadable after successful login for various categories:
 - a) Detailed Report of Transaction (Date-wise)
 - b) Summary report of transactions (Date – wise)
 - c) Day-wise Report (From x date to y date)
 - d) Day-Wise Report Summary
- 3) These Reports may be printed and kept as record in Computer Service Center Office.
- 4) The report may also be sent to Sub-Divisions along with the fortnightly / Monthly Cash Reconciliation reports

83.5 Instructions for Down-loading &Up-loading of data

- 1) Down-loading of data: M/s DOEACC Society Chandigarh shall have the facility to download data from the e-payment website for posting and Internet Payment Nodal Office at Patiala shall download the same for re-conciliation. At present there is no provision for down-loading of data from the e-payment website by Distribution Sub-Divisions / Computer Service Centers. Only printable reports can be downloaded.

- 2) Uploading of data:
 - a) M/s DOEACC Society Chandigarh, has been provided the facility for regularly up-loading billing data into the e-payment server. This data shall be made available by DOEACC immediately (Within 1 working day) after processing of a specific billing group of each Circle.
 - b) Each CBC office has been provided with the facility for daily up-loading of LS Billing data. Presently, this facility is available through e-mail. However, uploading of data through username/ password on the internet payment site shall be enabled subsequently.
 - c) Each "Op" Sub-division shall be provided with facility to upload spot billing data (after billing) into the e-payment server, through their user-id / password. Till this facility is made available the data shall be sent through e mail/CD to CSC who shall forward the same to DOEACC
 - d) M/s DOEACC Society Chandigarh / Ludhiana shall be provided with facility to upload spot billing data (for loading into spot billing machines). This data shall be made available for down-loading into machines by Op sub-divisions.
- 3) **Monitoring of down-loading / up-loading:** All the Service Centers shall randomly monitor regular uploading of billing data by DOEACC / CBC and also up-loading / down-loading by Op-Subdivisions.

83.6 Instructions for Checking of Posting of e-payment Receipts.

- 1) Clearance Sections at Chandigarh / Ludhiana shall ensure 100% checking of posting of Internet payments at the time of clearing the Cash Reconciliation Reports.
- 2) All Service Centers shall randomly check sample posting of internet payments in the bill ledger, after issue of each bill ledger by DOEACC.

83.7 Instructions for Computer Centers at Chandigarh / Ludhiana:

- 1) Monitoring of Checking of CR by Clearance Sections under their control.
- 2) Dispatch of Statements of Reconciled Internet Payment to respective Service Centers

83.8 Instructions for Computer Center Ludhiana

- 1) Consumers Complaints related to bills received through the internet payment feedback system would be monitored by CC, Ludhiana.
- 2) Uploading of billing data in server at IT house by DOEACC / Op-Offices would be monitored by CC, Ludhiana.
- 3) Coordinate with DOEACC for software problems and making changes in the same.

84 Spot Billing-Working instructions regarding Spot Billing of DS & NRS consumers by Spot Billing Machines (SBMs) and Spot Collection thereof from consumers.

A new scheme of spot billing is being implemented to cover 40 no Divisions. As per new scheme, in-house spot billing is to be undertaken in 20 no Divisions and in another 20 Divisions the work is to be got done throughout sourcing. On the basis of press tender enquiry, M/s CSS Tech Energy Ltd., Hyderabad and M/s KLG Systel Ltd., Gurgaon, have been allocated Spot Billing work for 10 Divisions each.

For implementing the new scheme of spot billing, the instructions are given here under:-

1) Hardware & Software:

a) Hardware:

- i) **For In-House Scheme:** The Spot Billing Machines will be issued to Divisional Offices for its further issue to the meter readers for carrying out Spot Billing and Spot delivery of the bills after its preparation on the spot. One no desktop computer with Printer and UPS shall also be provided to the Sub-Division / Special Division or group of sub-divisions for carrying out the base computer operations. The hardware shall form the T & P of the respective office. After

expiry of warrantee, the concerned operation office will be responsible for AMC and trouble-free operation of the PCs, Printers & UPS. However, the AMC of SBMs shall be arranged by office of Director/Billing.

- ii) **For Through out-sourcing Agency:** the respective Outsourcing Agency shall provide for the necessary Spot Billing machines and base computer system and shall be responsible for trouble free operation of all hardware components.
 - b) **Software:** The software for the Spot Billing Machines has been made compatible with the software of DOEACC, Chandigarh to eliminate any chances of wrong preparation of bills. The bills presently being prepared by DOEACC, Chandigarh are proposed to be prepared through Spot Billing Machines. The software shall be same for both in house and outsourced spot billing. Sr.Xen/CC, Chandigarh shall be the Nodal officer for getting any changes made in the software as per the required billing logics and tariffs. The software for base computer for in-house billing shall be provided by Sr.Xen/CC, Chd whereas for Out sourcing Agency it shall be provided by agencies themselves. The software required for entering of advices and printing of reports shall also be arranged by Outsourcing Agencies themselves.
- 2) **Schedule:**
- a) Existing schedule for taking reading falling under various billing groups shall continue so as to make it compatible with the DOEACC, Chandigarh and facilitating issuing of ledgers in time.
 - b) The Computer Service Center will provide the detailed programme as per billing schedule to the Sub-division which in turn will provide the same to its meter readers / Outsourcing Agency for carrying out the above activities on scheduled dates. The sub-division and computer service center shall ensure the timely completion of billing of the consumers as per schedule and submission of data to DOEACC.
- 3) **Data for Carrying out Spot Billing:**
- a) The DOEACC, Chandigarh/ Ludhiana, will supply data in soft form to the Sub Division/ Outsourcing agency and the Sub Division / Outsourcing Agency will load the same data in the Base computer and then in Spot Billing Machines. Computer Service Center shall ensure the timely availability of data from DOEACC and shall monitor the same.
- 4) **Meter Reading, Bill Generation & Payment Collection**
- a) The work of recording reading, delivery of the bills on spot after its preparation and taking proper acknowledgement of the person present in the premises shall be undertaken by both PSPCL's Meter readers and Outsourcing Agency' staff.
 - b) The Outsourcing Agency shall, in addition, carry out the task of Payment Collection and issuing of receipts to consumers desirous of making payment on the spot.
 - c) After carrying out the above activities the Outsourcing Agency / Meter Reader at the end of the day will download the details of the bills prepared, delivery and receipt of payments if any & will maintain a proper record.
 - d) The various Management Information Reports (MIS reports) on the basis of Group-wise data obtained from the Outsourcing Agency/Meter readers will be generated at the end of the day by the Outsourcing Agency/ Sub-Division and various corrective actions regarding replacement of defective meter/ affixing of seals etc. shall be taken at the Sub Division level. A mini-ledger must be generated in soft form & its print out could be taken if essentially required till generation of final ledger by M/s DOEACC.
 - e) The data down-loaded from the SBMs into the Base computer or that received by the sub-division from Outsourcing Agency shall also be sent to DOEACC center at Chandigarh / Ludhiana in 3 different formats for updating the Payment Collection database, Sevak machines(Bill Payment Machines) database and Cash Collection counter data base
 - f) The work of preparation of final consumer ledgers will continue to be managed by M/s.DOEACC, Chandigarh as before.
 - g) The data entered in the SBMs is not editable i.e. bill once prepared on the basis of reading fed into the machine and printed after giving the necessary command can not be altered. In case it comes to notice at a later stage that wrong bills have been prepared by taking wrong readings or because of other reasons the Outsourcing Agency /meter reader will approach the Sub Divn. for making bill manually and

deliver to the consumer on the same day or latest by next working day. Advice for correction of information and / or adjustment shall be prepared and sent for updation in bill ledger of next cycle.

- h) The Revenue Sup./Revenue Assistant(RS/RA) will be fully responsible for keeping the base computer virus free. An antivirus software will be separately provided for each computer. The software must be updated at regular intervals.
- i) The R.A. will take all measures to prevent any data loss like taking daily backup of consumers billed. In the event of data loss for already billed consumers, the DOEACC has a procedure of preparing bills on 'N' code as the reading data is missing. It will be the responsibility of R.A. to deliver only such bills to the consumer for which the reading is actually not taken.

Additional Instructions for Out-Sourced Spot Billing

- j) The Outsourcing Agencies have been authorized to accept cash payment of bills upto Rs.1,000/-. However, all payments above Rs 100/- can be made by A/c Payee local cheque drawn in favor of "Punjab State Power Corporation limited". Post-Dated Cheques shall not acceptable. The Outsourcing Agencies will issue proper computerized receipts signed by the authorized representative of the agency to the consumers desirous of making payment on the spot by cash as well as by Account payee cheques. Outsourcing Agency representative shall ensure for the correctness of cheques received so that these are not dishonoured on account of that.
- k) The Identity Card will be issued by the concerned Outsourcing Agency which shall be authorized by Divisional Officer to the Staff engaged by the Outsourcing Agencies and proper record thereof will be kept in the Divisional Office. However, the format for Identity Card will be finalized by the office of Director / Billing, Patiala for issuing the same to the personnel engaged by the Outsourcing Agency. In case the incumbent to whom Identity Card had been issued is retrenched by the Outsourcing Agency the Identity Card earlier issued will have to be returned to the Divisional Office for cancellation and new Identity Card will be issued to the other recruited personnel. The Identity card shall act as a proof of authorization to prepare and collect payment against the bills rendered on the spot. This authorization should also contain details of the Sub-Divisional/Divisional office Mobile Nos. so that the consumer can cross verify the identity of the personnel engaged for preparation of bills and collection of payment.
- l) The personnel engaged by Outsourcing Agency will record reading independently while preparing bills of the various consumers as per scope of work. However, initially the field staff Shall provide the necessary support to them to know the geographical position of the area.
- m) Different codes indicating the status of the meter are already prescribed and while recording the reading the correct status of the meter should be inserted by the Outsourcing Agency personnel so as to generate correct position of Key Exception.
- n) The Outsourcing Agencies are authorized to perform the above activities between 8.00 AM to 8.00 PM. They will download the data of the bills generated and payment received if any and load the data of other groups for which readings are to be taken.
- o) The Outsourcing Agency on the next working day by 11.00AM will submit computerized statement of bills generated/issued/details of payment received for the previous day to the concerned Sub Divisions. This will form basis for making payment to the agencies engaged for the above activities.
- p) At present provision/limit of Rs.20,000/- of total cash to be received in a day has been made in the Spot Billing Machines and the machines will stop accepting payments after the amount of Rs.20,000/-has been received. The SBM will start taking payments only after rendering the amount of Rs.20,000/- and data down loading by the agency in the Sub-Division/ Outsourcing Agency office. In case the cash received happened to be more than Rs.20,000/- in a day, the same will have to be downloaded twice in a day in the Outsourcing Agency office along with deposit of cash. This will have to be ensured by the Outsourcing Agency.

- q) The Outsourcing Agencies are being authorized to do the above jobs even on Saturday, Sunday & other holidays and the accounts will be rendered on the next working day by 11.00 AM.
- r) The cross check activity of work done by the Outsourcing Agency be done by the field staff such as Meter Inspector/ Meter Reader / other Supervisory staff authorized to do the job in such a way that reading of each consumers/status of meter is cross checked for at-least 8.33% of the consumers randomly listed per month (list to be randomly generated by Outsourcing Agency /obtained from M/s DOEACC / Computer Service Centers) so that meter of each consumer is checked once a year. The checking shall be done alongwith the representative of the Outsourcing Agency to avoid any dispute.
- s) The payment to the agencies on monthly basis for the work done will be made promptly by Divisional Offices as per terms and conditions laid down in the Work Order. The concerned "OP" Division shall check the Billing Accuracy of the billing work done by the Outsourcing Agency and impose penalties upon / allow incentives to the Outsourcing Agency as per the Work Order.
- t) The proper record of receipts issued through Spot Billing Machines will be downloaded by the Outsourcing Agency and its reconciliation at Sub Divisional level will have to be done on day to day as well as on monthly basis to ensure that the cash collected as per receipts tallies with the cash/cheques collected by them.

5) Additional Instructions for In-House Spot Billing

- u) Each Sub-division shall maintain the following record in the formats given below:-
PART A [Record of Data loading on SBM]

BG/BC	Date of Data Receipt	Number of Records & FileName	Date of Data Loading on SBM	Records Loaded in SBM		Meter Reader Name	Remarks	Signature of M. R.	Signature of UDC/RA
				SBM Records NO.					
03/03	31.7.09	5200	31.7.09	1101	1270				
				1102	1100				
				1103	900				
				1104	850				
				1105	1080				
				TOTAL 5200					

PART B [Record of Data Down-Loaded from the SBM into BCS]

SBM No.	Total Records	Date	Billed Records	Billed Records upto	Records uploaded into BCS	Error Records	Cash Collection Records sent to CSC	File Name & Authorization for Re-Use of SBM by R.A.	Signature of UDC/RA	
1101	1270	1.8.09	150		150		150			
		2.8.09	125	275	125		125			
		3.8.09	110	385	90	20	110			
		TOTAL								

PART C [Record of Data Submitted to Computer Service Center]

BG/BC	Date of Data Received	Number of Records	Total Billed Records	Un-Reconciled Records	Records sent to CSC	E-mail Date & Time	Remarks for Reconciliation	Signature of RA
03/03	31.7.09	5200	5060	140	5060	14.8.09 11.45 AM		

- v) **Prevention of Data Loss:** The RA / Supervisor and the Meter Readers shall ensure that data from the SBM has been correctly downloaded into the base computer and verified before the existing data in the SBM is overwritten by new data.

6) Due Dates for Spot Bills & TDCOs, PDCOs

- w) The consumers will be allowed clear 15 days time from the date of presentation of the bill as per Commercial instructions for making payment of the energy bills rendered on spot. However, 2 days earlier allowed for presentation/delivery of bills has not been allowed as bills will be rendered by the meter reader/Outsourcing Agencies on spot.
- x) Previously, one due date of issue and one date of payment was mentioned for each ledger by M/s. DOEACC, Chandigarh. Now with the introduction of SBMs, different issue/due dates will be appearing in the same sub-group of consumer's ledgers.
- y) The TDCO will be issued for the sub-group as a whole as one group can have different due dates. This work will be continued to be done as before by M/s.DOEACC, Chandigarh.
- z) PDCO will be issued as before as PDCO is issued after 30 days from the date of effecting the TDCO and its final bill will also be rendered by the Sub Divn. after adjusting ACD etc.
- aa) In cases of T.D.C.Os bills shall continue to be prepared by the Outsourcing agency/ Meter Reader

7) Cash Collection Register

- bb) Separate Cash Collection Report (CCR) will be opened for accommodating the entries of cash/cheques received through SBMs. This will facilitate reconciliation of cash.
- cc) On the next day, the Sub Divn. will generate copy of CCR on the basis of data down loaded and provided by Outsourcing Agency from the SBMs as necessary provision of separate software has been made in the SBM.

8) Key Exceptions, Queries etc.

- dd) The group-wise generation of Key Exceptions showing the status of the meter will continue to be generated group-wise by M/s.DOEACC, Chandigarh after completion of each billing group.

9) Advices:

- ee) For In-house spot billing Scheme: The existing procedure for preparation & submission of advices as per schedule shall be observed.
- ff) For Out-Sourced Spot Billing: The advices shall be taken from the concerned sub-division and Division by the Outsourcing Agency and the same shall be punched in soft form which shall be verified by the subdivision. Handing over and taking over advices shall be properly recorded by the Operation Sub-Division in the Advices Movement Register.

Sr. No.	Date of handing over	Advice No.	No. of pages	Total no. of entries	Date Received	Source Data soft copy/hard copy checked by	Total entries in Soft copy	Balance Reconciliation Remarks

The Operation Sub-Division will submit the Advices in Soft Form to the concerned Computer Service Center as per Schedule.

10) Management Information Reports:

The reports, final ledgers shall be transmitted finally by DOEACC and shall be printed by the agency and handed over to the Sub-division/Division. The data movement between agency, DOEACC and Computer Service Center shall be in soft form only and no hard copy of data shall flow.

11) Availability factor / Billing Accuracy: After each billing cycle the Availability factor / Billing Accuracy as per the Work Order shall be calculated and penalty if any shall be imposed or incentive given accordingly by the Sub-Division / Division.

12) There may be cases where the consumer to whom the billing has been done through SBM may have some queries about the details of the bill rendered to him by the Outsourcing Agency. For this, necessary details/mini-ledger (Billed Report, Exception Report, Abstract of Exceptions, Unbilled Report Summary, Payment Collection Report] shall be got down-loaded from the Base Computer / Outsourcing Agency on daily basis and delivered to Sub-Division so that Sub Division may be in a position to reply to the queries, if any, raised by the consumer.

13) Wide publicity may be given in the concerned areas, villages, panchayats for which necessary pamphlets will be got printed from Head Office and will be supplied to the Divisional Offices, copies of the above pamphlets may also be placed in Gurudwaras & Temples for awareness of the consumers about this facility which is being provided to the consumers at their door step.

14) Training: Training to PSPCL's staff for spot billing and base computer shall be given by Sr.Xen/CC, Chd or DD/CC,Ldh or any AE/Comp deputed by them to do so. Training to employees of agency shall be imparted by them only.

15) Beat Mapping: The beat mapping of the consumers in each division shall be done by the Outsourced Agency and stickers shall be fixed on the MCB/meter indicating the consumer name, account no, address. The soft copy and hard copy of the beat mapping shall be handed over by the Outsourced Agency to PSPCL. The AE/AEE/XEN(Op) shall verify the correctness of the beat mapping. The Outsourced Agency shall also carry out the completeness of address with land mark if any. They shall point out corrections in feeders/transformer/ledgers if found actually not correct. Operation sub divisions shall provide the necessary support for this and shall also carry out the necessary corrections in the master record of the consumers based on the same.

16) Stationery: The stationery for bill rolls for machines or for ledgers or MIR reports shall be arranged by Outsourced Agency themselves. The formats and paper quality shall be approved by the office of Director/Billing or his representative appointed by him. In case of in-house billing the stationary, ribbons etc shall be provided by CC Chandigarh through concerned CSC.

85. CHECKING UNDER BILLING OF HIGH-END CONSUMERS:

In order to check the under-billing of high-end consumers, measures as under may be taken: -

85.1 Supply through independent feeders: If supply is being given through an independent feeder metering shall be carried out at the sending end and the point of supply. Both the meters shall be duly sealed by the authorized officers. If there is wide variation in the consumption recorded by the two meters, requisite investigation shall be carried out and meters shall be tested/ recalibrated, if necessary.

- 85.2 Metering equipment for loads exceeding 100 KW shall be checked by the MMTS atleast once every year or as specified from time to time.
- 85.3 Bills of high-end consumers shall be thoroughly checked and variation in consumption, if any, shall be thoroughly analyzed. If the consumption is lower in comparison to sanctioned load/demand or the previous consumption, proper investigation shall be carried out.
- 85.4 Whenever a power transformer is replaced or additional power transformer is installed at a grid sub-station the metering equipment for industrial and bulk supply consumers fed through independent feeders from grid sub-station shall be got checked from ME officers/MMTS to avoid wrong metering due to change of vector groups, if any.

86. INTRODUCTION OF INPUT ADVICES, PAYMENT RECORDS & OUTPUT LEDGERS FOR LS/BS/RT BILLING.

In order to stream line and to simplify the input data handling process for LS/BS/RT consumers on the pattern of already existing input advices system for SP/MS categories, the distribution sub divisions, will send the input data on newly introduced advices as specified below:

1. Advice No. L51 for Master File.
2. Advice No. L52 for Change of Meter (MCO).
3. Advice No. L53 for Change of C.T./P.T. (SJO).
4. Advice No. L54 for Sundry Charges/Allowances.
5. Advice No. L55 for PDCO/RCO.
6. Advice No. L56 for E.D. Exemption.
7. Advice No. L57 for Peak Load Exemption.
8. Advice No. L58 for Seasonal Industry.
9. Advice No. L59 for Change in Name/Feeder Code/Type/Connected Load/C.D.
10. Advice No L60 for compensation assessed/adjusted/realized on account of theft of energy/UUE & Unauthorized extension cases.

The formats of advices are given in the appendix-II. The CB Cell will not accept any other form of input data. The following instructions for filling advices & to ensure validity of input data must be strictly followed by the operation offices.

- (i) The formats of all the above advices are available in the concerned CB Cell. The respective advices must be sent on the specified format only.
- (ii) The distribution sub division will not send any other documents with the advices, unless specified on the advice itself or specifically asked for.
- (iii) The input advices will be thoroughly checked before submission to the CB Cell. The AE/AEE/XEN (DS) will append his signatures along with official stamp on each advice.
- (iv) The operation office will be fully responsible for submission of inaccurate/wrong & non authenticated data.
- (v) The distribution sub division will properly maintain master file as per already existing instructions for all LS/BS/RT consumers and all the relevant record pertaining to the consumer like A&A form, Test report, Clearances, NOC's, Affidavits ,SCO, MCO's, SJO's, TDCO , PDCO , RCO etc. must be retained in the Master file.
- (vi) All the advices are necessarily filled from the documents existing in the master file, sundry charges & allowances register etc. The distribution sub division will produce original documents pertaining to any consumer as and when required by CB Cell or Audit Organization.
- (vii) The distribution sub division, under no circumstances will amend the bills raised by CB Cell. Any discrepancy in the bill on account of wrong input or otherwise will be immediately brought into the knowledge of CB Cell and a correct bill will be got issued.

- (viii) Any sundry charges on account of checking by MMTS/Enforcement etc. must be raised through supplementary bill only & a sundry charges & allowances advice will be sent to the CB Cell. The amount charged in such cases will be reflected in the bills of the consumer, but will not be added to the total amount payable till the recovery is made. After recovery it should be properly accounted for by submitting sundry charges & allowances advice to the CB Cell. Similarly no refund/allowance of any kind is to be included in the bill manually.
- (ix) All advices must be submitted along with the monthly data with a forwarding memo clearly indicating the type of advice, total records & no. of pages. Any advice, rejected by the CB Cell because of incomplete data will be sent back to the distribution office & will not be carried in the current data. The advices, after processing will be retained by the concerned CB Cell.
- (x) The meter blank will continue to be in the same format as already existing.
- (xi) The distribution office will ensure that all the advices submitted to the CB Cell have been carried in the bills generated, before issuing the bills to the consumers. Any discrepancy on this matter will be immediately brought to the knowledge of CB Cell.
- (xii) The payment from LS/BS/RT consumers was being accepted manually though RO4 receipt. The PSPCL has already provided computers for cash collection from DS/NRS/SP/SL & MS consumers. It has been decided to dispense with manual payment receipts for LS/BS/RT consumers. A new module for payment handling has already been placed in the software. The CB Cell will generate soft copy of payment data after processing the monthly bills. This soft copy will be made available to the distribution offices on e-mail/CD. The rewritable CD's for this purpose will be provided by the distribution offices. The payment data will be loaded on the cash collection computers/Bill Payment Machines by the concerned distribution office. All the payments will be received on the computers/BPM only. The distribution sub division will submit the cash collection CD along with data for next cycle to the CB Cell. The data from the cash collection CD will be uploaded in the database of CB Cell and current cycle payment data will be loaded in the CD. This process will go on repeating, similar to the already existing procedure for DS/NRS/SP/SL & MS consumers.
- xiii) A ledger will be generated by the CB Cell after processing all the bills of a group/sub division. This ledger will be used by the sub division for accounting purposes and audit trail. The CB Cell, at the end of billing cycle will generate key exception reports such as assessment summary, defective meters, energy variation etc.

87. INSTRUCTIONS FOR OPERATING BILL PAYMENT MACHINES BY CONCERNED DIVISIONS/SUB DIVISIONS.

There are 35 nos Automatic Bill Payment machines installed and working in various towns of Punjab, as per list below. These machines at 25 nos new locations and 10 nos old locations have been installed on Built, Own, Operate and Maintain basis by M/S Forbes Technosys, New Delhi which have been handed over to the respective divisions/subdivisions. The respective sub-divisions/divisions are required to follow various instructions for the smooth & successful running of these machines. AE/AEE/Sr.Xen/Add. SE shall monitor the functioning of these machines on regular basis. Further, security of these machines be ensured by providing chowkidar or security guard of PESCO between 11.00PM to 7.00AM at the respective locations.

List of bill payment machines

Sr. No.	City	Nodal Sub Division/Division	Location
1.	Jalandhar	Bastian S/D	Bastian S/D Adarsh Nagar Jalandhar
2.		66 KV S/S under East Spl. Divn.,Tanda Road Jalandhar	East Spl.Divn.,Tanda Road
3.		Civil Lines S/D	Civil Lines S/d,Partap Bagh
4.		Urban State	Complaint Centre, Urban Estate

5.	Amritsar	LAWRENCE Road ASR	Lawrence Road, in front of Adarsh Cinema
6.		Sultan Wind City, ASR	Sultan Wind Gate
7.		Verka S/D Batala Road	Verka Complex Batala Raod
8.		Ranjit Avenue	66 KV Grid S/S Ranjit Avenue
9.		Hall Gate	Hall Gate Complex, City Circle
10.	Ludhiana	Janta Nagar	Janta Nagar Divn., Bear Arora Theatre
11.		RK Road	CMC Divn., R.K. Road
12.		Miller Ganj, Ludhiana	Miller Ganj S/D Near Industry Office
13.		Daresi S/D, Daresi Road, Ludhiana	Daresi S/D, Daresi Road, Ludhiana
14.		Model Town Spl. Divn., Ludhiana	Model Town Spl. Divn., Ludhiana
15.		Focal Point Spl. Divn., Ludhiana	Focal Point S/D Near Concast Factor
16.	Mohali	Sr. Xen office	Mohali Spl. Divn., 66 KV Grid, Industrial Area Phase-1, Mohali
17.		66 KV Grid Sector-68 Mohali	66 KV Grid, Sector-68, Mohali
18.	Derabassi	220 KV Grid, Saidpura, Derabassi	220 KV Grid Saidpura, Derabassi
19.	Patiala	Mall Road	Shakti Sadan, Near Kali Devi Mandir, Mall Road
20.		Factory Area, Complaint Center	Factory Area Complaint Center
21.		Urban Estate	PUDA building, Urban Estate Phase-2
22.		Model Town, Patiala Civil Line S/D	Civil Lines S/D, In front of Tagore Theatre
23.	Bathinda	MES Grid Bathinda	MES Grid, Bibi Wala Chowk
24.		Cantt S/D	Cantt. S/D, Power House Road
25.	Muktsar	City S/D, Kot Kapura Road Muktsar	Office of SE/DS, Kot Kapura Road
26.	Hoshiarpur	City S/D, Mall Road Hoshiarpur	City S/D, Mall Road Hoshiarpur
27.	Phagwara	Model Town S/D Model Town, Phagwara	Model Town S/D near DSP Office
28.	Mansa	Divn. Mansa	City S/D Near BUS Stand
29.	Kapurthala	City S/D Kapurthala	City S/D
30.	Gobindgarh	Gobindgarh	66KV Grid S/S, Near Bus Stand
31.	Khanna	City-2 S/D Khanna	City -2, S/D Complaint Centre, Samrala Chowk
32.	Sirhind	City S/D, Sirhind	City S/D Sirhind
33.	Malout	Old 33 KV Colony, Malout	33 KV Grid S/S, Near Bus Stand
34.	Pathankot	Dangu Road	East S/D Dangu Road
35.	Ropar	City S/D	City S/D

Instructions for operating bill payment machines installed on built operate own and maintain basis are as under: -

1. Machines are to be operated on 24 hrsX7 days basis on all days including holidays.
2. From 7.00AM to 11.00PM during the day on all days including Sundays and holidays, the firm shall provide the machine attendants who shall be responsible for keeping the machine in working order and shall coordinate with

the other persons for software and hardware support. They shall do the job to maintain the machine and also to guide the consumer in making payment. They shall upload the data and down load the data. They shall be in proper dress code of T-shirt with cap/turban and shoes

3. Chowkidar already available in the Sub Division/Location shall take care of the machines during 11.00 PM to 7.00 AM. In case no Chowkidar is available, SE/Sr. Xen/DS concerned shall provide the Chowkidar or security guard of PESCO during 11.00 PM to 7.00 AM in the night.
4. Forbes shall maintain an Attendance register for recording the attendance of authorized machine attendant who shall be available from 7.00 AM to 11.00 PM. AE/AEE or Sr. Xen of concerned Sub-division/Division shall ensure the attendance.
5. **Timings of evacuation of Cash and cheque** shall be between 9.00 AM to 10.00 AM. Other timing can also be adopted by the concerned sub-division. Machine should be restarted immediately after taking out the cash and the reports. Two copies of the cash/cheque report shall be taken and signed both by representative/RA of PSPCL and firm. One copy shall be retained by RA and other copy by the firm. AE/AEE or Sr. Xen of the concerned subdivision/Division shall nominate a second standby person in case Revenue Accountant is not available.
6. **Control over Machines:** The responsibility of taking of cash and cheques on daily basis shall be with Sub-division/Division. ARA/RA/cashier or any other person authorized by AE/AEE/XEN/Sr.Xen/add.SE for this job. One key of the chest, one key out of the two keys chest door and one key out of the two keys of main door of machine shall remain with the concerned authorised official of the Sub Division/Division. In addition software code key for operating the software locks shall also be given to the authorised official. The software code should be changed at least once in a month or at any occasion when RA/ARA/cashier/ authorised official deem it necessary. The other key of the chest door and main door was given to Machine Attendant. The main door can be opened only by opening the two locks; one with the key of authorised person and other with Machine Attendant. Similarly chest door can be opened with two keys in addition to soft code key with authorised official of PSPCL. The authorised official of the Sub Division/Division shall evacuate the chest personally in the presence of the machine attendant and count the cash and cheques of the chest and tally with the report generated for the period from the last evacuation. The report should pertain to the period covering the time from the last evacuation to the time up to current evacuation. This must be checked by authorized person of the sub-division/Division that no cash or cheques should be left in the machine after evacuation. The entry in cash book shall be made for the whole amounts evacuated from the machine. On the last day of the month the additional report for the period of 2400 hrs of the last day of the month to the time of evacuation in first day of the month i.e from 00:00:00 hrs to time of evacuation can be taken to record the amount pertaining to next month. The machine should not be stopped on the last day of the month.

In no case the set of keys which are meant for RA or other authorized official of the Sub Division/Division and the software code should be given to the machine attendant. Further, the cash and cheques should be evacuated, counted and tallied with the Bill Payment Machine Evacuation Report generated for the period by the RA or the authorised official of the Sub Division/Division himself. Machine attendant shall accompany the cashier/any other person authorized by the nodal subdivision to the bank for depositing the cash evacuated from the machine. Any currency note refused by the bank being mutilated or fake will be replaced by the firm within 2 days. Strict instructions in this regard should be issued to the concerned official/officers.

7. In case cash evacuated from the machine is found less/excess as compared to the cash/cheque collection report generated by the machine, RA or other

- authorized person shall put a note in token of it on the report and accept the payment. Firm shall reconcile it within 2 days. Any resultant shortage after reconciliation will be deposited by the firm to the PSPCL.
- 8 Software key code shall be with the authorized person of sub-division/Division and must be changed by him atleast once in a month or any time when RA/ARA/ cashier/ authorised official deem it necessary.
 - 9 The name and telephone number of Service Coordinators have been given to each Sub-division. The Service Co-coordinators of concerned site may be contacted in case of BPM problem. In case they are not able to attend the problem, then their Manager may be contacted. In case the problem is still not solved then the matter shall be reported to AEE/CSC or Sr.Xen/CSC concerned.
 - 10 Identity Cards shall be issued by M/s Forbes to their attendants and service coordinators. AE/AEE/DS or Sr. Xen/DS. Divn. must ensure that the machine operator is wearing the Identity Card.
 - 11 The concerned AE/AEE/DS or Sr. Xen in agreement with concerned Sr.XEN/CSC shall decide the frequency of uploading/down loading of data through pen drive/CD to be done by the authorized Machine attendant. It shall be the responsibility of the nodal subdivision to provide data of all the subdivisions enabled in the machine under their control.
 - 12 The concerned AEE/AEE or Sr. Xen shall get spot billing data uploaded daily or on alternate days and hand over through pen drive/CD to the machine attendant for uploading the same on machines. The payment data from the machines shall also be downloaded on the same frequency and handed over by attendant for sending to DOEACC.
 - 13 Nodal Sub Division shall maintain the machine maintenance register to record the machine up time/down time and calculate the total uptime of machine.
 - 14 The machines are provided with two cash chest each with a capacity of about 1200 currency notes. One chest will be in service and other is spare. The AE/AEE/XEN of concerned Sub Divn. Shall make arrangements if required, to change the extra spare chest with the existing chest on daily basis when the main chest becomes full early or between 4.00 PM to 5.00 PM so that the chest space is available in the night after working hours.
 - 15 AE/AEE/DS or Sr. Xen of concerned Sub-division/Division shall depute person to evacuate/change the chest on holidays, if chests are full.
 - 16 Bills shall be raised by the firm for each machine on monthly basis. Payment to the firm shall be made promptly by the Sr. Xen/DS of the concerned division as per clause no. 16 of the work order. Penalty as per Clause-19 of the Work Order shall be deducted while making the payment.
 - 17 M/s Forbes shall ensure proper cleaning of the room, machine etc. They shall provide the dust bin, foot mat and table or chair as required. However, Civil Maintenance, cleaning of surroundings, power supply, lamps changing etc. is in the scope of PSPCL and shall be got done by AE/AEE/DS or Sr. Xen/DS concerned.
 - 18 The provision of consumables such as paper roll, computer stationery, are in the scope of PSPCL and shall be arranged by Computer Cell Chandigarh and issued to AE/AEE or Sr.Xen/DS by concerned Computer Service Center. Printer Ribbon, Printer head of the machines shall be provided by M/s Forbes. The external printer provided by PSPCL shall be maintained by concerned sub-division/division.
 - 19 M/s Forbes shall provide One instruction Board for operation of the machine and another Board with "Machine in Service/Machine out of Service"for each machine.

- 20 Second LCD provided on each new machine at 25 new locations shall display advertisement to be obtained by Forbes as per Clause 2.7 of the Work Order. In case, any new advertisement is displayed or changed by the Forbes, Concerned/nodal subdivision shall immediately intimate to the concerned service center for further intimation to Sr.Xen/CC, Chandigarh. The share of PSPCL of revenue of the same as per the Work Order shall be deposited with Sr.Xen/CC, Chandigarh. The contents of the advertisement shall be approved by Director/Billing.
- 21 Wide popularity may be given of bill payment machines like news in local news paper, advertisement on local cable channel, posters can be pasted in the Sub Divisions or Cash Counters to ensure that the consumers are aware of this consumer friendly facility available to them for making payment. It is also to ensure that the number of transactions are more than 3000 nos per month which are minimum assured to be paid to the firm.
- 22 Insurance of cash in the machines should not be done in future.
- 23 Apart from the Evacuation Report Cash/cheque collection report, following reports shall be generated from the machines. The segregation report supplied by M/s DOEACC should be treated as final for the purpose of depositing ED and Octroi to the concerned departments.
- Bill Payment Evacuation report (Batch wise on every evacuation)
 - Bank Challan Report for Pay in slip for cheques (Bank statement) -daily
 - Segregation report (Monthly)
 - Cancelled Transactions report (daily)
 - Summary report.
 - CCR report for any period any time as per requirement for MIS.
 - Details of payment received (Advice-90 or Dump data)

The details of the reports are given below: -

a)	Evacuation Cash And Evacuation Cheque report(Batch Report)- For every evacuation	Two reports, Evacuation report cash and evacuation report Cheque(batch Report) generated from the Machine automatically for the batch shall give the details of date wise no. of transaction make in cash and Cheques separately for the evacuation period. Denomination wise detail of currency notes will be shown in the Evacuation report cash. It shall be generated for the period of last evacuation to current evacuation time for evacuation of cash and cheques, It shall be automatic and no provision shall be made to enter time and date for the same.
b)	Bill payment machine evacuation report(Batch wise)- for every evacuation	At the time of evacuation of cash, this report in which all account number wise transactions are detailed for the evacuation period shall be also be generated. This report generated from the external printer. This shall give S/D wise, date wise and category wise detail of cash and cheques received during the evacuation period. But there is no provision for selection of any category and S/D in this report. This report shall be generated for complete transaction for all the consumers' category wise and S/D wise. This report will also show S/D Sub-total and Grand totals. This report shall also give the details of Currency denominations. The cash and cheques shall be tallied with this report only and kept in

		record. This report shall be signed by both Cashier/RA/Authorised official of S/D and Machine attendant. The continuity of period from one evacuation report to next report shall be ensure E.g. on date 11/12/09 the evacuation was done at 10:21:05 and on next day the evacuation was done on 12.12.09 at 1:25:55, then the evacuation on next day should be for the period 11.12.09 at 10:21:05 to 12:12:09 at 11:25:5. No overlapping of time or gap between any two successive e reports shall be allowed. Batch number shall be generated automatically and should also be continuous with no gap.
c)	Bank Challan Report(batch wise)- For every evacuation	Batch wise for evacuation reports for pay in slips. These will be four for cheques and one for draft i.e. for cheques four reports are pertaining to Branch where PSPCL has account same bank but other branch, local cheques of other banks, and misc. where bank code is not updated in the machine.
d)	Cancelled Transactions report- batch wise	This shall be Batch wise for evacuation period. This report must be taken at the time of evacuation of machine. This report shall contain account no. wise details of all the cancelled receipts. S/D wise totals and grand totals also appears in this list. RA shall analyse the same to know the reasons of cancellation.
e)	Segregation report at the end of month	This report can be generated for any period with date and time option. This report shall be S/D wise/Category wise, date wise and ledger group wise. Category wise, S/D wise and date wise totals along with date-wise grand totals shall also appear in this list.
f)	Summary report	S/D wise report for all categories for any selective period can be generated. There will not be any option for category selection. This report shall be basically an abstract of S/D wise/date wise and category wise payments received through the machine.
g)	Details of Payment received (Advice 90/Dump data)	This report shall be generated with dump file which is to be sent to M/s DOEACC for posting. A provision shall be made for S/D wise, category and date wise report, which will be helpful for 90 no. advices, sent to M/s DOEACC at the end of the month.
h)	CCR Report-as per MIS requirement	This is optional report for the previous period. This can be generated for any S/D, any category and for any period by selecting it for MIS purpose. Cash evacuated shall not be tallied with this report.

24. The Accounts circular no 13/2005 shall be followed for accounts instructions.

(SECTION-VI)

RECOVERY OF UNPAID DUES FROM DEFAULTING CONSUMERS

91 DISCONNECTION FOR NON PAYMENT OF ELECTRICITY CHARGES

91.1 Every consumer is expected to make the payment of his dues by the 'due date'. In case he fails to discharge the liability, his premises will be liable for disconnection under Section-56 of the Act. The procedure laid down in condition no. 31 of COS read with Regulation 39 of Supply Code shall be adopted in the matter of disconnecting the premises of various categories of consumers, who fail to clear the bills for electricity etc. within due date. Notice for disconnection must be issued next day after the due date as per regulation 39 of Supply Code. The accumulation of defaulting amount shall be the direct responsibility of RA / AE/AEE/Xen (DS).

91.2 At the time of disconnection meter readings shall be recorded and it shall be compared at the time of reconnection so as to ensure that no energy was consumed during the period of disconnection. Simultaneously list of such disconnected consumers shall be handed over at the concerned complaint centre for entry in a separate register so that complaint staff is aware of these cases and if the staff detects any unauthorized reconnection, intimation thereof is given to AE/AEE/XEN (DS) immediately for taking further action in the matter.

91.3 Disconnection of Supply to essential services:

Before disconnection of supply to essential services which affect the general public at large and will interalia include Hospitals, Railway Stations/ Installations, Railway Traction, Defence and Military Installations, Radio / TV Installations, Water Supply and Sewerage Installations, Postal and Telegraph / Telecom Installations, Telephone Exchanges/ Installations and News Services Installations, for non-payment of bills, prior approval of SE/ DCE/DS shall be obtained as per COS No. 31 and CE/DS shall also be apprised of the matter.

92. RECOVERY OF ARREARS FROM DEFAULTING CONSUMERS:

92.1 Disconnection of supply of electric energy to a consumer who defaults in making payment of the electric bills 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 shall be made to recover the amount and such efforts shall not be relaxed unless the recovery is actually affected.

92.2 If a disconnected consumer does not seek reconnection within a period of one month, the meter shall be removed and security consumption shall be adjusted against the defaulting amount. The service line must not be allowed to remain idle for more than 6 months. However, where SE/Dy.CE (DS) gives approval in writing that there is a definite possibility of connection being reconnected, the service line and equipment be allowed to remain in position beyond six months but not beyond one year.

92.3 The disconnected consumers who are defaulters of PSPCL may sell their premises /property without any intimation to PSPCL. If this happens, the chances of recovery of defaulting amount become remote. Therefore, it is desirable that the field officers may intimate the revenue authorities like SDM/Tehsildar regarding the amount to be paid by the consumer to the PSPCL so that if any transaction regarding sale or purchase of the property takes place, the revenue authorities may be in a position to recover the outstanding amount due to the PSPCL at the time of such a sale or purchase and pass on to PSPCL. Compliance of these instructions need to be monitored by Sr.field officers and in case it is noticed that the Sub divisional Officers/Officials have not taken due care in informing the revenue authorities, then in that case if recovery is not possible due to sale/purchase of the premises/property, the said amount would be recoverable from the officer/official responsible for not intimating to the revenue authorities.

92.4 Litigation Cases:

- i) The Sr.XEN/ASE (DS) shall pursue the cases with the legal section directly for taking legal opinion, whenever required.
- ii) The cases where the suit for recovery of defaulting amount or for vacating the stay, if any ordered by the court, is to be filed on behalf of the PSPCL, it shall be filed within the stipulated time limit in consultation with the Legal Section. However, in case any clarification regarding sales/commercial matters is required, the specific point maybe separately referred to the Commercial Organization for clarification or this may be discussed at personal level but well in time. Field officers of the PSPCL shall be apprised of the law of limitation and the time limits within which a case/appeal is to be filed in the various courts. Delay on the part of the lawyer or any of the officer/official of the PSPCL shall not deprive the PSPCL of opportunity of filing appeal in the next court.
- iii) In view of establishment of Dispute Settlement Committee, Appellate Authority / Designated Authority & Forum / ombudsman the consumer has been provided with adequate opportunity of showing cause, right of hearing and also right to appeal, the stay, if any, granted by the court shall be contested and got vacated even if an appeal has to be filed. Accordingly, a prayer shall be made to the court to direct the consumer to seek the remedies open to him under the Act / Supply Code.
- iv) The AE./AEE/XEN (DS) will ensure that at the time of reconnection of Seasonal Industries, the defaulting amount is got deposited before reconnection is allowed. No reconnection shall be allowed without the recovery of defaulting amount. Normally the injunction orders obtained in the 1st Instance during last seasonal period become infructuous where the premises were got disconnected by the consumer through a specific request for availing the seasonal benefits.

92.5 Authority competent to write off outstanding dues: If ultimately the outstanding amount is found to be irrecoverable either due to the failure of the legal proceedings, or the exhaustion of all efforts and it is not intended to seek any legal remedy, the case for writing off the arrears, shall be framed and submitted to the competent authority as under:-

Sr. No.	To whom Delegated	:	Extent of Delegation
1.	Sr.XEN/ASE (DS)	:	Rs.500/- in each case
2.	SE/DCE(DS)	:	Rs.5,000/- in each case
3.	CE (DS)	:	Rs. 10,000/- in each case
4.	Circle Dispute Settlement Committee	:	Rs.30,000/- in each case
5.	Zonal Dispute Settlement Committee.	:	Beyond Rs.30,000/- and up to Rs. 10 lacs.
6.	Director In-charge (Comml. Orgn.) in consultation with Director F&A	:	Beyond Rs.10 lacs Cases shall be put up by the CE(DS) alongwith recommendations of Zonal Dispute Settlement Committee.

If unanimity is not reached while taking a decision in the Circle / Zonal Dispute Settlement Committee, the majority decision will be applicable. However, the minutes to be recorded shall be self-speaking and views of the dissenting member, shall be indicated alongwith the operating part of the decision specifically.

92.6 Seeking good offices of the Govt. : In respect of following consumers legal proceeding shall not be taken until the procedure outlined below fails to yield fruitful results. Nevertheless, the outstanding amount shall not be allowed to become barred by period of limitation.

- i) **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 the Department for early liquidation of arrears simultaneously endorsing copies to the officers concerned for doing the needful immediately. If there is no tangible response from the Head of the Deptt. matter may be referred to the concerned secretary to the Govt. and then ultimately to the Chief Secretary. The Secretary (Power) shall also be kept apprised and his good offices shall be availed to effect recovery.
- ii) **Government Employees:** In such cases Heads of the Offices/ Departments under whom the consumer is working shall be addressed to recover the outstanding amount from the salary of person concerned and remit the same to the PSPCL. If the employee has been transferred to other station, his address shall be found out and the head of his new office be asked likewise. If any such defaulting consumer seeks a connection elsewhere in the state, it shall not be allowed till outstanding dues are cleared.
- iii) **PSPCL Employees:** The arrears shall be recovered promptly from the employees of the PSPCL. In case the employee has been transferred to some other station, a reference shall be made to his Sr.XEN/ASE(DS) concerned to effect recovery from the pay bills of the official/ officer and remit it to the office concerned.

93. PAYMENT OF ARREARS NOT ORIGINALLY BILLED:

- 93.1 There may be certain cases where the consumer is billed for some of the dues relating to previous months./years or otherwise as arrears on account of under assessment/unauthorized use of electricity or demand / load surcharge pointed out by Internal Auditor/ detected by the authorized officers either owing to negligence of the PSPCL employees or due to some defect in the metering equipment or due to application of wrong tariff/multiplication factor or due to mistake in connection or other irregularities/malpractices etc. In all such cases, separate bills shall be issued giving complete details of the charges levied. Such charges shall be shown as arrears in the subsequent electricity bills regularly till the payment is made. Supplementary bills shall be issued separately giving complete details of the charges in regard to theft cases, slowness of meters, wrong connections of the meter and unauthorized use of electricity etc. In such cases the copy of relevant instructions under which the charges have been levied shall also be supplied to the consumer for facilitating the quick disposal of cases by consumer forums if approached by the consumer.
- 93.2 **Limitation:**
Under Section 56(2) of the Act no sum due from any consumer shall be recoverable after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears of charges for electricity supplied.
- 93.3 **Allowing Installments for Supplementary Assessment:**
The consumer may sometimes find it difficult to make payment of such arrears in lump sum and may make representation for allowing the payment of such arrears to be made in installments. Such a representation must come from the consumer within the grace period i.e. within 10/15 days of the receipt of the bill. A notice to this effect shall be incorporated on the bill itself. However, it may be clarified that the representation shall not entitle stay to the consumer from the payment of installment(s). In fact the consumer seeking installments shall deposit not less than 25% of the billed amount so as to show his earnestness to pay the assessed amount in installments.
- 93.4 **Competency of installments:**
On receipt of the above representation, the Sr.XEN/ASE(DS) may allow the consumer to make payment of the arrears in monthly installments up to 10. Normally, not more than 5 installments be allowed. The 1st installments shall start from 15th day from the date of receipt of the bill and other installments shall be

payable every month regularly failing which the premises of the consumer shall be liable for disconnection. SE/Dy.CE(DS) may however, increase the number of installments up to 15 in extreme hardship cases. Interest at short term PLR rate of SBI shall be payable on the amount of installments for the period after due date.

93.5 No installments for Current Bills: The concerned (DS) officers are not competent to grant stay or to allow installments against payment of the current energy bills.

- i) Levy of LPS for failing to make payment: The total discount/surcharge where applicable shall be divided in equal installments and in case the consumer does not make payment of installments by the due date, the discount be forfeited/surcharge be levied in respect of that installment only.
- ii) The default in payment of installments on the part of the consumer, shall render his premises liable for disconnection.
- iii) There may also be some cases where the PSPCL may not have rendered the current energy bills regularly in the past and the consumer is asked to make payment of the bills for more than billing cycle in lump sum. In such cases, the current energy bills shall be rendered separately and recovered as a regular feature. The remaining amount other than the current energy bill shall be billed separately and the payment of the same may be allowed to be made in installments:-

1. AE./AEE/XEN(DS). : Up to three installments
2. Sr.XEN/ASE(DS) : Up to Six Installments
3. SE./Dy.CE(DS) : Up to Ten installments.

The aforesaid benefit of payment in installments is to be allowed on the express request of the consumer if the amount of arrears is heavy as compared to the normal monthly energy bills. The number of installments shall be decided on the basis of merits of the case.

94. THE POWERS TO WRITE OFF SURCHARGE:

The following officers are competent to waive off the recovery of amount of surcharge levied in respect of payment of energy bills provided the same is not due to the fault on the part of the consumer:-

S.No.	To whom delegated	:	Extend of Delegation
1.	Sr.XEN/ASE(DS)	:	Rs.50/- in each case
2.	SE./DCE(DS)	:	Rs.200/- in each case
3.	CE./EIC(DS)	:	Rs.1,000/- in each case
4.	Director /Incharge Commercial	:	Rs.10,000/- in each case
5.	Director (Comm)in consultation with Director F&A.	:	Above Rs.10,000/- in each case.

95. POWER TO SANCTION DISMANTLEMENT OF SERVICE LINES:

95.1 Following officers are competent to sanction the dismantlement of service lines which have remained idle for 6 months or more or where connection has remained disconnected for less than six months but theft of energy is apprehended:-

- | | | |
|------------------|---|--------------|
| SE/Dy.CE | : | Full Powers |
| Sr.XEN/ASE(DS) | : | Rs. 50,000/- |
| AE./AEE/XEN(DS). | : | Rs. 25,000/- |

95.2 All dismantled material shall be entered in the dismantlement register CA-104 and then returned to stores. A monthly report of such dismantlement shall be sent to SE(DS).

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(SECTION-VII)

UNAUTHORIZED USE / THEFT OF ELECTRICITY

The cases covered under Section 126 of the Act in regard to unauthorized use of electricity (UUE) and the cases relating to theft of electricity covered under Section 135 of the Act shall be dealt with in accordance to the provisions of Regulation No. 36 & 37 of Supply Code.

101.1 UNAUTHORISED USE OF ELECTRICITY (UUE) UNDER SECTION 126 OF THE ELECTRICITY ACT-2003:

- a) As per the provisions of Section 126 of the E.A.2003, the unauthorized use of electricity means usage of electricity:-
- i. by any artificial means , or
 - ii. by a mean not authorized by the concerned person or authority or PSPCL, or
 - iii. through a tampered meter, or
 - iv. for the purpose other than for which the usage of electricity was authorized or
 - v. for the premises or areas other than those for which the supply of electricity was authorized.
- b) The following officers of the PSPCL are designated as Assessing Officers as per notification No. 1/60/03-EB(PR)/1186 dated 27.12.04 of the Govt. of Punjab to make assessment of charges payable by the LT & HT/EHT consumers in case they are found indulging in unauthorized use of electricity U/s 126 of the Elec. Act-2003:-

Table-1

Category of consumers	Assessing Officers
All HT consumers above 1 MW load	: CEs of the Operation Wing of respective Distribution Area
All HT Consumers upto 1 MW load	: SE/Dy.CEs of Operation Wing of the Distribution Area.
All LT Industrial consumers	: Sr.Executive Engineers / Addl.SEs of Operation Wing of the Distribution Area.
All other LT consumers.	: Assistant Engineer /Assistant Executive Engineers / Executive Engineers of Operation wing of the Distribution Area.

The Assessing Officers as mentioned in Table-1 can inspect any place or premises or equipments, gadgets, machines, devices found connected or used and also records maintained by any person. The Assessing Officer shall issue provisional assessment orders as per annexure-I of this section within 48 hours of the inspection.

The consumer/person served with the order of provisional assessment may accept such assessment and deposit the assessed amount with the PSPCL within seven days of the order served on him.

- c) **Manner of Service of Provisional Order of Assessment: -**
Government of Punjab vide its notification no. 1/78 /04-EB (PR)/565 dt. 25/8/2009 has notified the rules to prescribed manner for serving the order of provisional assessment and means delivery of notice, order or document.
- Manner of Service of Provisional Order of Assessment – The order of provisional assessment, made by the assessing officer under the Act, shall be served upon the person concerned in the following manner, namely:-
- (i) by delivery through registered post with acknowledgement due or through courier: or
 - (ii) by affixing at the conspicuous place of the premises where he ordinarily resides or carries on business in the presence of two witnesses, if there is no person in the premises to whom it can be served or if such person refuses to accept or otherwise evades the service: or
 - (iii) by publication in the newspaper having circulation in the area of the person concerned where he ordinarily resides or at the last place of his residence or business, as the case may be: or
 - (iv) by fax or e-mail to owners of industrial units only.

- d) The consumer/person not satisfied with provisional assessment order shall be entitled to file objection before the assessment officer within 7 days. The Assesemtn Officer will follow the procedure lay down in Reg-36 of the Supply Code and pass a final order of assessment (Format at annexure-2 of this section) within 30 days of the service of provisional assessment order. The consumer/person will deposit the assessed amount within 7 days of the receipt of final assessment order.
- e) **APPEAL TO APPELLATE AUTHORITY**
Any consumer/person aggrieved by the final assessment order made by the assessing officer may, within 30 days of the said order, prefer an appeal before the appellate authority in the specified form given at the end of this section as Annexure-3 duly signed & verified. The Govt. of Punjab vide Notification No. 1/13/04-EB(PR) 161 dated 9.3.06 has designated the following officers of the State Govt. as Appellate Authority for the purpose of deciding appeals Under Section 127 of the Electricity Act-2003 against the orders of the Assessing Officers made Under Section 126 of the said Act:-

Table-2

Category of consumers		Appellate Authority
For appeals by all HT consumers	:	Divisional Commissioners in whose jurisdiction the concerned premises is located.
For appeals by al LT Industrial consumers	:	Additional Deputy Commissioners (General) in whose jurisdiction the concerned premises is located
For appeals by all other LT consumers	:	Sub Divisional Magistrates in whose jurisdiction the concerned premises is located

101.2 THEFT OF ELECTRICITY:

- (a) A consumer or any person shall be guilty of theft of electric energy and shall be deemed to have committed theft within the meaning of Sec. 135 of Electricity Act 2003, whoever, dishonestly:
- i. taps, makes or causes to be made any connection with overhead underground or under water lines or cables or services wires or service facilities of the PSPCL or
 - ii. 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
 - iii. 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
 - iv. uses electricity through a tampered meter or
 - v. uses electricity for the purpose other than for which the usage of electricity was authorized,
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 both.
- b) The Following Officers / officials of the PSPCL as mentioned in Table-3 are authorized for checking/inspection of consumer premises regarding theft of Electricity by the Govt. of Punjab vide notification No.1/13/04-EB(PR)/23 dated 10.1.05.

Table-3

1.	All domestic/ NRS/AP /SP/ MS/ LS/ BS connections upto 500 KW	Any officer of operation wing not below the rank of AE (within his jurisdiction).
2.	All Large & Bulk Supply beyond 500 KW and Railway Traction	Any officer of operation wing not below the rank of Sr.Xen (within his jurisdiction).

Enforcement Officers:

1.	All categories of consumers with loads upto 500 KW	Any Officer of the Enforcement Wing not below the rank of AEE (within his jurisdiction).
2.	All categories of consumers with loads above 500 KW	Any Officer of the Enforcement Wing not below the rank of Sr.Xen (within his jurisdiction).

MMTS Officers:

	Medium Supply / Large Supply / Bulk Supply.	Any Officer of the MMTS Wing not below the rank of Sr. Xen/ MMTS (within his jurisdiction).
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c) CONSEQUENCES OF THEFT OF ELECTRICITY:

- i) In case theft of electricity by a consumer/ person is prima facie established, then the supply to such premises will be immediately disconnected by an officer of the PSPCL as authorized for the purpose by the Commission or any other officer of the PSPCL of the rank higher than the rank of an officer so authorized by the Commission. Complaint in writing shall be lodged with the police (Spl. Police Station) within 24 hours of the disconnection for initiating criminal proceeding in Spl. Court. The Commission has authorized the following officers for allowing disconnection of premises in case of theft of electricity.

Authorized Officer to issue orders for disconnection of supply where Theft of Electricity is prima-facie established as per notification No. PSERC/Secy./ Regu.-35 dated 27.11.2007 of the Commission:

Table-4

Sr. No.	Category of Connection	Authorized Officer
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A) Operation Officers

i)	All DS/NRS/AP, SP and MS, LS/Bulk Supply upto 500 kW load	Any Officer of Distribution wing not below the rank of AE (within his jurisdiction).
ii)	LS / Bulk Supply beyond 500 kW and Railway traction supply	Any Officer of Distribution wing not below the rank of Sr. Xen (within his jurisdiction).

B) Enforcement Officers

i)	All categories of consumers with loads upto 500 kW	Any Officer of the Enforcement Wing not below the rank of AEE within his jurisdiction.
ii)	All categories of consumers with loads above 500 kW	Any Officer of the Enforcement Wing not below the rank of Sr. Xen within his jurisdiction.

C) MMTS Officers

	MS/LS and Bulk Supply	Any Officer of the MMTS Wing not below the rank of Sr. Xen within his jurisdiction.
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Note: In case of essential service where public at large is effected due to disconnection the officer so authorized above will obtain prior approval of officer next above him before ordering XEN/AEE/AE/(DS) to disconnect supply to the premises.

- (ii) Where theft of Electricity is prima facie established, the authorised officer shall assess the charges payable by the consumer/person benefited by such theft as per procedure laid down in Annexure-8 of the Supply Code (read with Regn.

No.37). The assessment amount shall be intimated through BILL CUM SHOW CAUSE NOTICE under section 135 of the Act (Annexure-4 at the end of this Section) within 24 hours of the establishment of theft of electricity.

In case of consumers indulging in theft of Electricity through by-passing the meter the relevant demand factor shall be applied for making assessment of charges as per annexure-8 of the Supply Code.

- (iii) A consumer/person not satisfied with the assessment order may prefer within fifteen (15) days of the assessment a representation before the Designated Authority (DA),

The Commission has designated the following officers for discharging the functions of designated authority:

Designated Authority: The Officers Designated by the Commission vide Notification No. PSERC/ Secy.-36 dated 30.11.2007 for discharge of functions of Designated Authority.

Table-5

Sr. No.	Category of Connection	Designated Authority
1	All SP/MS/AP consumers and DS/NRS / Street Lighting & Bulk Supply with load upto 100 kW	SE/Distribution in his jurisdiction.
2.	DS/NRS/Street Lighting/ Bulk Supply & Large Supply Consumer with load exceeding 100 kW but upto 500 kW	CE/Distribution in his jurisdiction
3.	DS/NRS/Street Lighting/ Bulk Supply & Large Supply consumers with load above 500 kW and Railway Traction	CE/DS concerned and CE/ Enforcement or his representative not below the rank of SE.

d) COMPOUNDING OF OFFENCE OF THEFT OF ELECTRICITY:

- i) The Govt. of Punjab has authorized the following officers of PSPCL to recover/ collect the above said compounding charges from the consumer/person for compounding the offence of theft of electricity:-

Table-6

i)	All domestic, Bulk Supply Agriculture and Commercial connections (LT & HT)	=	SE/Distribution of the respective areas.
	All Industrial SP Connections	=	SE/Distribution of the respective areas
ii)	All LS & MS industrial connections	=	CE/Distribution of the respective areas.

- ii) The Govt. of Punjab vide notification No. 1/27/05-EB (PR)/204 dated 22.3.06 has notified the following rates of compounding charges in case of theft of energy under section 152 of EA-2003:-

Table-7

Industrial Services (SP & MS)	=	Rs.10,000/- per KW or part thereof of sanctioned load.
LS (Gen. & Power Intensive)	=	Rs.10,000/- per KW or part thereof of sanctioned load. or Rs.10,000/- per KVA of Contract Demand whichever is higher.
Commercial/NRS	=	Rs.5,000/- per KW or part thereof of sanctioned load.
Agriculture	=	Rs.2,000/- per BHP or part thereof of sanctioned load.
Other Services (Domestic & Bulk Supply)	=	Rs.3,000/- per KW or part thereof of sanctioned load.

The compounding charges recovered from the consumers/persons will be deposited on the same or the next working day by the concerned officers/authorities in the Account Head of Punjab Government given as below and criminal proceeding against the consumer/personal shall be dropped :-

" Major Head "0043- Taxes and Duties on Electricity."

Compounding of an offence of theft of electricity shall be allowed only once to any consumer/person

102. GUIDELINES FOR PREVENTION OF THEFT OF ELECTRICITY AND UNAUTHORIZED USE OF ELECTRICITY:

102.1 Theft of Electricity directly from mains & meter terminals:

Measures to counter the pilferage of electricity direct from the supply mains/service line are as under:-

- i) No P.T. fuses shall be provided on the secondary side of the supply to KWH/MDI meters. In the cases of existing connections P.T. Fuses, shall be removed immediately.
- ii) No fuse shall be provided on the secondary side of the CTs.
- iii) No cutout / G.O. Switch / Circuit Breaker shall be provided before the meter / metering equipment and service line shall be directly connected to the metering equipment.

NOTE: AE / AEE / XEN / DS shall be personally responsible for compliance of these instructions

102.2 In order to avoid reversal of connections it must be ensured that correct connections are made at the meter terminals and its cover is properly sealed. Whenever meter terminal seal is broken or is found to be broken it must be replaced at the earliest. Before resealing it shall be ensured that the connections are in order.

- i) The connections shall be checked by a responsible Engineering Officer to ensure their correctness and working of the meter may also be checked with meter testing instrument, the meter shall thereafter be sealed properly by the officer to whom the job has been assigned as per standing instructions on the subject.
- ii) Connection wiring diagram of different types of meters / metering equipments both 11 KV and LT as in use shall be circulated amongst the distribution officers for their guidance by CE/Metering.

102.3 Avoiding access to CTs/PTs and connecting wiring:

For preventing free access to weak links of metering equipment and to avoid tampering of CT/ PT connections for the purpose of theft of energy, remedial measures as under may be taken.

- i) The MCB and CTs/PTs chambers of standard design with proper construction as approved by the PSPCL must be got installed separately for meters and CTs/PTs. The meters in case of all industrial connections shall be installed in the MCBs of standard/approved design. No connection shall be released without the installation of such chambers. In no case unstandard chambers be accepted from the consumers. In case of existing connections the non standard MCBs and CT/PT chambers shall be replaced with MCBs and CT/PT chambers of approved design in a phased manner.
- ii) In respect of Metering for LS/BS consumers where CTs/PTs are involved, the test terminal block where provided, meter terminal cover and CTs/PTs chamber need to be sealed carefully and properly by the DS. officers who have been assigned the job of sealing such metering equipment. Such seals shall not be broken without (a) the knowledge of the sealing officer/official, and proper record of broken seals shall be kept. Seals shall be affixed expeditiously as and when the same have to be broken for attending to faults etc. The metering equipment in case of other industrial connections shall also be sealed properly and expeditiously by the competent authority.
- iii) The entry and exist holes for the cable in CT/PT chamber shall be plugged by putting suitable size of cable glands.

- iv) There shall be no joint in the CT/PT extension leads and the length of the leads shall be limited to the minimum required. The joints between the extension leads of CTs and leads connecting the meter shall be crimped so as to have solid joints. PT leads without any joint shall be soldered/crimped on each phase of the service cable so as to achieve solid connections. MCB and CT/PT chambers need to be placed adjacent to each other and the CT/PT leads shall pass through the GI Pipe welded on the CT Chamber and connected to the MCB in such a way that the leads are not accessible to the consumers. Drawing depicting the correct arrangement shall be circulated to the concerned officers.
- v) The length of extension leads of the CTs/PTs shall be sufficient for taking to the meter terminal block to eliminate joints and the wires shall preferably be of red, yellow, blue and black colours for clear distinction and to facilitate quick checking. The suppliers may be asked for making provisions of sufficient lengths of extension leads in the CTs/PTs.
- vi) Combined CT/PT units must be installed for all HT metering equipment and their covers shall be sealed properly so as to avoid access to the connections. Separate CTs outside the combined unit must not be installed under any circumstances.

102.4 **Avoiding loose joints in CT/PT chambers and expeditious sealing:**

As per practice in the field, consumer's main cable is connected to the PSPCL main service cable inside the CT chamber in case of LT metering. CT/PT chamber being of close construction and joint being a weak link in the cable tends to heat up and the heat is not dissipated to the atmosphere, it ultimately results in over-heating the joint and causes damage to it. CT/PT chamber seals are broken frequently in order to attend to the complaints of failure of supply due to over heating and damage to the joints. Such seals are not affixed promptly and sometimes they are not affixed for weeks/months together. Thus over-heating and damage to the joints and consequently breaking of CT/PT chamber seals allows the unscrupulous consumers a free access to the CT/PT connections for indulging in theft of electricity by tampering with the CT/PT connections. Therefore, jointing should be perfect.

102.5 **In order to avoid disengagement of potential leads which are connected at the joints following measures may be taken: -**

- i) Remedial measures: The joint between PSPCL service cable and consumer's main cable shall be taken out of the CT/PT chamber on load side. For the existing connections these may be done in a phased manner, and for new connections, the joints must be made outside CT/PT chamber at the time of releasing the connections. Drawing showing correct arrangement shall be circulated to the concerned officers from time to time.
- ii) The PT connections shall be made by cutting insulating material of each phase of PSPCL Service Cable inside the CT/PT chamber and these may be soldered so as to ensure solid connections.

102.6 **Measures to avoid fake seals etc:-**

To avoid Theft of electricity by tampering / providing fake ME seals, tampering meter window glass fixing mechanism and providing small hole in the body of the meter, measures as under are required to be taken:-

- i) The instructions regarding affixing paper seals may be rigidly followed by all the officials/officers concerned.
- ii) Impression of ME seals may be stamped on the corners of the meter index plate with indelible ink so that it can not be rubbed off.
- iii) ME seals shall be of multifarious impressions and shall be properly pressed by using the latest technique like hydraulic pressing etc. The sealer with hydraulic pressing dies shall be kept in steel chamber in ME Lab having double locking

arrangements. In no case, the officers/officials shall be allowed to have access to sealing-pliers/hydraulic pressing dies after the office hours or during holidays.

- iv) ME seals of the meters transferred from the jurisdiction of one ME Lab to other shall be replaced by the ME Lab in whose area meters are to be installed. No sealer for ME seals shall move with the employee even on transfer and shall be kept in a locker with double key system to be maintained in the office of ME Sub-Divn.
- v) Energy meters with tampered/fake M&T seals or small holes made in the meter body for the purpose of stealing electricity are replaced indiscriminately by declaring such meters defective with ulterior motives after a short interval of time so as to avoid detection of such malpractices. These meters are returned to ME Lab. after a long period for repairs and recalibration. Remedial measures against such a course of action are:-
 - a) Detailed investigations must be carried out in each and every case before the meter is replaced with one or the other plea so as to curb the tendency of indiscriminate replacement of tampered meters. Action shall be initiated against the officer/official who removed the meter and did not return the same to the ME lab immediately.
 - b) The meters, which are declared defective and are removed must be returned to ME/S/Divn. within a maximum period of one week.
 - c) Test results of defective meters, before their repair and recalibration, shall be obtained and recorded. The cause of defect shall also be established and recorded. Genuineness of ME seals shall also be checked and recorded.
- vi) The locked and nil consumption cases be got investigated by the AE/AEE (DS).

102.7 Energy Consumption Variation register:

Careful examination/study of cases of low and appreciable variation in energy consumption shall provide clues for investigating theft of electricity cases. In order to have an effective control/check over the mal-functioning of the meters/theft of energy by properly maintaining/monitoring energy variations registers for different category of consumers, following guidelines shall be implemented strictly.

- i) **Maintenance of the Registers:**
Officials/Officers responsible for maintaining energy variation register shall be as under:-

a) GSC(DS and NRS)	Revenue Supdt RA/ARA
b) SP/MS/Street Lighting	AAE or JE where AAE is not posted.
c) LS/BS/RT	AE./AEE/XEN Incharge of S.Divn. and AEE./Comml. in case of Special Divn.
- ii) **Procedure to be adopted for checking energy variation:** For keeping check on energy variation of various categories, consumption of a particular month shall be compared with consumption of the same month of the preceding year/average consumption of the preceding year/season and if there is variation of $\pm 10\%$ in case of LS/BS consumer, $\pm 20\%$ in case of MS/SP/Street Lighting and $\pm 25\%$ in case of GSC category of consumers, the same shall be recorded on the energy variation register already in vogue(CA-110) and necessary investigation carried out so as to ascertain reasons for the said variation. Centralised Billing Cell, preparing bills of Large Supply/Bulk Supply/DS/NRS (more than 100 KW) consumes, shall also look into variation($\pm 10\%$) and send the list alongwith its comments to the respective operation sub-divisions for carrying out further investigation. Similar kind of industries shall be entered in the variation register separately for relative consumption comparison.

Officers/officials responsible for maintenance of registers shall put up the same to AE./AEE/XEN Incharge of the sub-division for necessary action to ensure of compliance of instructions.

iii) **Issue of Energy Variation Register:**

Three separate registers as mentioned above be maintained in each sub-division. These registers duly numbered and attested by the Divn. Supdt. shall be issued by the operation Division and record shall be maintained like SMB's Sr.XEN/Addl.SEs (DS) Incharge of (DS) Division shall check/append initials on the registers while on tour for ensuring compliance of these instructions.

- 102.8 The naked LT terminals of the distribution transformers including that of the cable may be empire taped properly and thereafter these joints may be provided with paper seals with the signatures of the SR.XEN/ASE. These paper seals may be protected against any type of damage by providing transparent plastic paper suitably.
- 102.9 **ME seals to remain intact:** It shall be ensured that the consumer is not allowed to tamper with the M&T seal which encloses the metering mechanism. Keeping a watch over the consumption of the consumer and checking the same with the theoretical consumption or the consumption of similar consumers can give a clue as to whether there is a possibility of the cyclometer of the mechanism having been changed in electro mechanical meters. Normally such mischief will be possible in connivance with the trained staff of the PSPCL. It will, therefore, be useful to replace such meter with solid-state meter.
- 102.10 **Meters and CTs of matching ratio:** All out efforts may be made to install the meters and CTs of the same current ratio so as to eliminate the multiplying factor.
- 102.11 **Multiplying factor to be indicated in red ink:** Where meters and CTs of different current ratio were/are installed due to reasons of non-availability of matching CTs, the multiplying factor must be indicated in red ink on the consumer case, meter reading book (Kalamju) and ledger so that it could be applied correctly. It shall also be written in indelible ink on the meter. AE./AEE/XEN shall have a consolidated record for all industrial and three phase connections in a bound register for all such connections which have multiplying factors. Such register shall be updated whenever there is any change in the meter or CTs.
- 102.12 **Performance of Meter Inspector:** A proper control shall be exercised on the work of Meter Inspectors who shall submit their reports to AE./AEE/XEN(DS). daily. Points raised by the Meter Inspector shall be immediately attended to by AE./AEE/XEN(DS). Who is responsible for immediate compliance within 24 hours. However, the Meter Inspector shall bring serious and suspicious cases to the notice of the Sr.XEN/ASE (DS) also.
- 102.13 **Checking unauthorized load of TW Connections:** For tube well consumers intensive periodical checking shall be carried out by the Distributions /Enforcement Staff. The enforcement staff shall check dimensions of motors as per ISI standards in case of motors which are manufactured in accordance with these specifications, the current rating with clip on ampere meter on 'no load' or 'full load' after tube well is operated for some time and comparing it with the name plate particulars of the motors for detecting unauthorized extensions and misuse of energy.
- 102.14 In order to detect whether in single phase connections having E/M meters, the consumer has not interchanged the neutral and phase lead, the meter Inspector shall put on heavy load to see whether the meter is functioning properly or not. JE/AEE shall be able to detect such cases.
- 102.15 **Action against employees:** Unscrupulous persons tap PSPCL's mains/sub-mains unauthorizedly to feed their loads. Intensive raids both by the Enforcement and Distribution staff shall be conducted in the areas prone to theft of electricity. Deterrent punishment within the framework of rules shall be inflicted on those employees who are found conniving in theft of electricity.

102.16 Additional Precautions in respect of PSPCL Employees:

- i) The officers Incharge of substations and colonies has a special responsibility in the matter. He will be personally responsible for any case of theft of energy especially if the report is received from other sources.
- ii) In the PSPCL's colonies a separate feeder for residences shall be run and a KWH meter installed at the sending end to register the entire residential consumptions. A monthly comparison be made between the readings of this KWH meter with the total consumption by the PSPCL's employees residing in the quarters.

102.17 Following checks on the meters of the employees shall be exercised by the various officers/officials:-

- i) The initial sealing of meter terminal cover may be done by JE who will be held responsible in case of wrong connections.
- ii) Meter Inspectors shall check the meters of all the employees residing in the towns, atleast once in 2 months and ensure that they are in working order, seals are intact and no means are being employed for stealing energy. Cases of low consumption shall be investigated and report submitted to the AE./AEE/XEN, besides checking of the meters and the service lines of the PSPCL Employees as given below and seal the meters in token of check:-
 - a) Employee staying in the PSPCL Colonies : Once in Two Months
 - b) All other staff staying in town. : 5% every month

102.18 The Meter Inspector will keep the readings of the meters installed at the premises of PSPCL employees taken by him separately in the Check Register and put up for scrutiny to the AE./AEE/XEN(DS). who will compare them with the normal consumption expected from the employees corresponding to status. In the event of large discrepancy, matter shall be investigated thoroughly and Sr.XEN/ASE/SE(DS) and the CE(DS) apprised of the position for further action.

102.19 Responsibility Of Distribution Staff To Check 'Theft Of Energy':

- i) DS Officer/Officials who are required to check and seal the metering equipment shall take due care while affixing seal to the meter/metering equipment. If the seals affixed by them are found to be intact by Enforcement Staff./Inspecting Officer(s) and the consumer is found to be indulging in theft of energy or meter is found to be recording lower consumption due to wrong connections, it shall be taken as intentional connivance of such an officer/official and he will be held fully responsible for the consequences thereof. Disciplinary action, as permissible under rules, shall be taken against the said officers/officials.
- ii) The following officers/officials will be held responsible with respect to the specified category of connections as detailed below-

a)	All Single phase connections and metered AP connections	:	Meter reader/Meter Inspector /LM responsible for attending the complaint/JE/AEE
b)	Three phase DS/NRS/SP connections without CTs/PT, connections of PSPCL's employees and street lighting connections.	:	Meter reader/Meter Inspector/L.M. responsible for attending the complaint and AE/JE/AEE/ AEE/ XEN (DS)
c)	DS/NRS connections with CTs/PTs,MS connections (with or without CTs/PTs) and LS/BS connections with loads up to 500KW/KVA.	:	JE/AEE/AE./ AEE /XEN(DS).
d)	LS/BS/RT connections above 500 KW/KVA	:	In addition to officers/officials under (c) above, Sr.XEN/ASE(DS),Enf. & MMTS.

103. RECORDING OF CASES OF THEFT OF ELECTRICITY / UNAUTHORIZED USE OF ELECTRICITY:

103.1 In order to monitor the recovery of assessed charges from the consumers on account of detection of unauthorized use of electricity (UUE) / theft of electricity, separate job control register (JCR) shall be maintained in the DS sub-division. JCR will be issued from the divisional office, the record of which will be maintained like S.M.B. This register will be properly numbered at the time of issue and attested by Sr.XEN/ASE. The entries in the JCR shall be made as per the prescribed proforma.

All recoveries effected from the consumer shall be recorded in the JCR. Till such time the entire assessed amount is realized, the same shall be considered as a disputed amount and shall be reflected as such. A return of all such cases shall be submitted every month through the SE./DCE (DS) to CE(DS) on the prescribed proforma. This return shall form a part of MIR and shall be reviewed by the PSPCL in its periodical meetings.

103.2 This register shall be handed over by the concerned official/officer to his successor.

103.3 Inspecting officers during their inspection shall ensure that these registers are being maintained and proper follow up action is being taken expeditiously.

103.4 The assessed amount shall be debited to the consumer through a separate bill after recording necessary entry in the sundry charge and allowances register (SOP-6). The recoverable amount shall be split up for the current year and the previous year. The amount shall be considered as disputed / arrears amount and regularly shown in the electricity bills until the same is deposited by the consumer. In theft cases where the consumer has gone to the court and has obtained stay orders against the recovery. The entire amount shall be shown as disputed / arrears amount in the bill. However, in cases where the consumer has opted for settlement through Appellate Authority / Designated Authority or compounding of offence, 1/2 of the amount or as decided by the competent authority shall be recovered through SC&A register and the balance amount shall be shown as disputed / arrears amount till the decision/recovery.

104. CHECKING OF CONNECTIONS:

In order to arrest the tendency on the part of the consumers to indulge in unauthorized use of electricity (UUE) or theft of electricity or extensions in load, it is essential to conduct periodical checkings. Such checks must be exercised by the concerned officers as per schedule.

104.1 Checking Schedule:

- i) All DS/ NRS / industrial and Bulk Supply connections with load up to 50 KW in the jurisdiction of J.E. shall be checked by him at least once in every six months). All other three phase connections shall be checked by him at least once a year in addition to carrying out checking of 50% single phase connections. JE,s are authorized to check the connections up to the point of supply.
- ii) The AE/AEE/XEN (DS) shall check all the connections except LS/BS/RT (HT/EHT) having connected load more than 50 KW at least once in every six months. Additionally, he will check all the small power connections at least 50% (not less than 250) of the other 3 phase and 10% general connections each year.
- iii) The Sr.XEN / Addl.SE (DS) shall check all the connections except LS/BS/RT (HT/EHT) having connected load more than 100 KW in his jurisdiction at least once in every year. Additionally, he will check 5% of the three phase industrial connections having load less than 100 KW.

- iv) The Dy.CE/SE (DS) shall check all the connections except LS / BS / RT (HT / EHT) having load more than 500 KW every year. Additionally, he must carry out random checking of other 3 phase connections having load less than 500 KW.

- v) **Deleted**

104.2 Checking by Distribution, Enforcement and MMTS Staff:

- i) Enforcement and MMTS staff shall normally carry out checking with the assistance of operation officers, Sr.XEN/ASE (Enf) shall associate Sr.XEN/ASE(DS) or the AE/AEE/XEN(DS) as per availability. However, Sr.Xen/ASE (Enforcement/MMTS) shall also exercise independent checks as per schedules laid by their controlling officers.
- ii) Report of checking must be complete and comprehensive. Where the meters are found slow, the observations shall not be recorded as such but the performance of the meter/metering equipment be got checked immediately from ME/MMTS for arriving at correct inference. Signatures of the representative of the consumer may invariably be obtained on the report even if he may have dissenting views. If the consumer does not sign in token of checking having been conducted at his premises in his presence or that of his representative, the fact shall be specifically recorded in MOI. The memo of inspection (MOI) and seizure shall be jointly signed by the enforcement and the operation staff. If the checking is done by one agency, the report maybe signed by atleast two officers/officials. Erasing, cutting./over writings shall be avoided in the memo of inspection and seizure.
- iii) Seals of meters/metering equipment when broken by the Sr.XEN/ASE (Enforcement/MMTS) in the absence of operation officers for carrying out checking of meter/metering equipment shall be resealed by the officers of Enforcement Unit so as to ensure that meters/metering equipments are not left unsealed. In such cases, Sr.XEN/ASE Enforcement/MMTS will inform the AE/AEE/XEN (DS) about breaking and replacing of seals of MCB, meter terminal covers, CT Chambers etc. The concerned AE/AEE/XEN(DS) shall replace the seals so fixed by the Sr.XEN./ASE (Enforcement/MMTS) within 15 days of receipt of information.
- iv) The Enforcement/DS Staff shall check connected load, according to their competency as per clause 29.4 of COS. In case of unauthorized use of electricity (UUE) and theft of electricity, the memo of inspection and seizure must indicate load found connected with the mains at the consumer's premises and the details as to how the same was being carried out by the consumer, evidence if any, seized and along with their observations leading to inference drawn by them. The authorization of the officers is indicated in **Table 1 & 3** given under Instruction No. 101 above.

104.3 Procedure for Recording Checking/Inspections.

The procedure of checking in case of UUE/theft cases shall be according to clause 36.1 & 37.1 of Supply Code.

- i) **Memorandum of Inspection and Seizure;**
Results of inspection and evidence, if any seized by enforcement or operations officers shall be recorded at site in the "Memorandum of Inspection and Seizure" in triplicate. One copy shall be retained by the Inspecting Officer, the 2nd sent to the AE/AEE/XEN (DS) for placing it in the consumer's case and taking necessary follow up action. The 3rd copy shall be given to the consumer or his representative available at the time of inspection under proper acknowledgement. In case of LS consumers a copy of the report will be sent to Sr.XEN/ ASE (CBC) by the Inspecting Officer. The result of checking will also be entered in the pass book available at the consumer's premises.

Annexures to Section VII

ANNEXURE-'1'**PUNJAB STATE POWER CORPORATION LIMITED****NOTICE OF PROVISIONAL ORDER OF ASSESSMENT FOR
UNAUTHORIZED USE OF ELECTRICITY IN EXERCISE OF
POWER UNDER SECTION -126 OF ELECTRICITY ACT 2003.**

From

_____ (Designation of the Assessing Officer)

Telephone No. _____ Mobile No. _____ Fax No. _____

To

_____**Subject: PROVISIONAL ORDER OF ASSESSMENT FOR UNAUTHORIZED USE OF
ELECTRICITY UNDER SECTION 126 OF EA- 2003.**

Dear Sir,

Your premises having electric connection with A/C No. _____ was inspected by _____ (Name, designation of the authorized/assessing officer) on (date) _____ at _____ (AM/PM).

2. **During the above inspection**, the following acts of unauthorized use of electricity were noticed.

- i) _____
ii) _____

3. On a/c of above said unauthorized use of electricity, the following charges amounting to Rs. _____ are assessed as payable by you. The details of amount assessed are as under:-

_____ (Here give detailed/ calculation)

4. You are hereby requested to deposit these charges within 7 days of the service of the notice in the office _____ sub-division, PSPCL _____ to avoid further action.

OR

You may submit objections, if any, within seven days of the receipt of the notice. After analyzing your reply by the assessing officer .i.e _____ (designation), you will be provided a personal hearing, if required, within 15 days of the submission of your reply. Final order of assessment will be passed only after your personal hearing by the assessing officer.

DA/Seizure list, if any

Assessing Officer,

_____ (Designation)

CC:- 1. CE/DS. PSPCL
2. SE/Dy.CE(DS). PSPCL
3. Addl. SE/Sr. Xen/DS. PSPCL
4. AE/AEE/Xen (DS), PSPCL

ANNEXURE-'2'**PUNJAB STATE POWER CORPORATION LIMITED****NOTICE OF FINAL ORDER OF ASSESSMENT FOR
UNAUTHORIZED USE OF ELECTRICITY IN EXERCISE OF
POWER UNDER SECTION -126 OF ELECTRICITY ACT 2003.**

From

_____(Designation of the Assessing Officer)

Telephone No. _____ Mobile No. _____ Fax No. _____

To

_____**Subject: FINAL ORDER OF ASSESSMENT FOR UNAUTHORIZED USE OF
ELECTRICITY UNDER SECTION 126 OF EA- 2003.**

Dear Sir,

Kindly refer to this office memo No. _____ dated _____ vide which a notice of provisional order of assessment was sent to you.

2. You were given opportunity to file objections and or were afforded reasonable opportunity to personal hearing.
3. After considering the objections and/or submissions made during hearing given to you on _____ (date) at _____ (place), the assessing officer has reached to the conclusion that unauthorized use of electricity has taken place.
4. Therefore, you are requested to deposit the finally assessed charges of Rs. _____ within seven days of the service of this notice in the office of AE/AEE/Distribution Sub-Division, _____.
5. It may be intimated that if you are not satisfied by this final order made under section 126 of E.A.2003, you may prefer an appeal within 30 days of this order to the Appellate Authority notified by the Govt. of Punjab i.e. _____ (Indicate here the appellate authority such as DC,ADC,SDM etc.) by depositing one half of the finally assessed amount in cash or byway of bank draft with PSPCL and documentary evidence of the same be enclosed with the appeal. The appeal shall be filed on the prescribed form alongwith fee of 0.5% of the assessed amount subject to minimum of Rs.100/-.

Assessing Officer,
_____(Designation)

- CC:-
1. CE/DS. PSPCL
 2. SE/Dy.CE (DS. PSPCL
 3. ASE/Sr. Xen (DS). PSPCL
 4. AE/AEE/Xen(DS), PSPCL

ANNEXURE-'3'

FORM OF APPEAL
APPEAL BEFORE THE APPELLATE AUTHORITY UNDER SECTION 127
OF THE ELECTRICITY ACT-2003.

Appeal against final order (A.F.O.) No. _____ of 200__.

Between

(Name and address of the consumer

Appellant

AND

Name and address of the Assessing Officer

(Name and address of the Assessing Officer)

Respondents

Appeal Under Section 127 of the Electricity Act,2003.

1. Details of Applicant
 - a) Full Name of the Appellant :
 - b) Full Address of the Appellant. :
 - c) Name, Designation & Address of the Contact Person. :
 - d) Contact Telephone numbers :
 - Fax Number(s) :
 - Email ID :
2. Details of the Distribution PSPCL
 - a) Name and address of the Distribution PSPCL:
 - b) Name of the concerned Divisional Engineer:
 - c) Address of the office of the Divisional Engineer.
3. Details of the Assessing Officer:
 - a) Name
 - b) Address
4. Address of the premises inspected under section 126 of the Electricity Act-2003.
5. Connected load.
6. Particulars of the meter installed.
7. Date of Inspection.
8. Date of the provisional assessment.
9. Amount provisionally assessed.
10. Date of filing of the objections by the Appellant against provisional assessment.
11. Date of hearing of the objections by the Assessing Officer.
12. Nature of the unauthorized use alleged.
13. Gist of the final order of assessment under section 126 of the Elec. Act-2003.
14. Whether any amount assessed paid/ deposited relating to the period in issue and if so the details thereof.
15. Whether the appellant has paid half(1/2) of the amount assessed if so, the details thereof.
16. Whether there was any consent of the Appellant to the final order of assessment.
17. **GROUNDS OF APPEAL:**
(State the grounds of the case on which the appeal is filed and the reason(s) why the final order is unsustainable).

Prayer:

It is therefore, prayed that _____

Appellant

VERIFICATION

I _____(Name of the appellant (if individual) or the authorized representative of the appellant) declare that the facts stated in the above memorandum of appeal are true to my knowledge or based on information from _____ and believed by me to be true, no part of the same is false and nothing material has been concealed therefrom.

Verified at _____ on this _____ day of _____.
Place: _____ (Signature)

Annexure- '4'

PUNJAB STATE POWER CORPORATION LIMITED
BILL CUM SHOW CAUSE NOTICE under section 135 of the Act
 (For Theft Cases)

Letter No: _____ Date: _____

From:

 Authorized officer (Designation of authorized officer)
 Tel.No.....Mobil no.....

To:

Sub: Bill cum Show Cause Notice u/s135 of the Act for theft of electricity –assessment order

Sir,

Your premises situated at _____ having Electricity service connection No.(Acc.No.) _____ was inspected by an authorized officers of PSPCL on _____.

2. During the inspection it was noticed that : _____

3. Memorandum of Inspection and seizure bearing No. _____ was handed over to your representative Sh. _____ on _____. In case it has not been received by you, a copy thereof can be collected from this office by contacting the undersigned/Revenue Accountant.

4. Having regard to all these circumstances coupled with the fact that the consumption recorded by the meter at your premises vis-a-vis your connected load /demand is inadequate. I am of the view that prima-face pilferage of electricity was taking place at your premises and as such FIR has been lodged with the police for initiating Criminal Proceedings in the special court.

5. The assessed amount payable by you works out Rs. as per provisions of regulation 37 of the Supply Code. You are requested to deposit this amount within 15 days or you may prefer appeal before the Designated Authority (.....) within the notice period. The copy of the assessment order is also enclosed.

6. In case you are desirous of compounding the offence of theft of Electricity (Admissible only in case of first offence) you may contact Authorized Officers for accepting Compounding fee under section 152 of the Act designated by the Govt. of Punjab vide notification No. 1/27/05/EB(PR)/204 dated 22.3.2006.

Sr. No.	Category of connection	Authorized Officer
1.	All LT and HT Domestic Bulk Supply, SP, AP and NRS Connections	SE/Distribution of the resp. Zone
2.	All LS & MS Ind. connections	CE/Dist. of the resp. Zone

If you make the payment of the compounding charges as above along with the assessment charges no further legal proceedings shall be initiated / continued against you in this regard as per provisions of Section-152(2) of the Act and FIR shall be withdrawn.

DA/Assessment order

Authorized officer of the PSPCL

Copy forwarded to:-

1. CE(DS) , _____
2. Dy.CE/SE(DS), _____
3. Addl.SE./Sr.XEN(DS), _____
4. A.O.(Field), _____

(SECTION-VIII)**DISPUTES SETTLEMENT, REVIEW/APPEAL AGAINST SUPPLEMENTARY ASSESSMENT/BILLS****110. COMPETENT AUTHORITY FOR REVIEW OF THE ARREARS DEBITED AT THE BEHEST OF THE AUDIT OR PERTAINING TO THE AUDIT PERIOD**

In case of arrears debited at the behest of the audit or pertaining to the audited period, following are the Competent Authorities to decide such cases:-

Sr. No.	Authority to approve	Amount involved	Period for deciding case
1.	Committee consisting of Addl.SE/ Sr.Xen (DS) concerned as Chairman along with concerned AO/ Field and concerned Xen/AEE/AE (DS)	Upto Rs. 50,000/-	2 months
2.	Committee consisting of Dy. CE/ SE (DS) concerned as Chairman along with Dy.CAO/Dy.CA of concerned Zone and Addl.SE/ Sr.Xen/Sales dealing with concerned circle	Above Rs. 50,000/- and upto Rs. 2,00,000/-	2 months
3.	Committee consisting of EIC/CE (DS) concerned as Chairman alongwith a) Chief Auditor-Central, South & West Zone b) CAO Revenue-North & Border Zones c) Dy.CE/SE/Sales-1, Central Zone d) Dy.CE/SE/Sales-2, North & Border e) Dy.CE/SE/Billing, South & West Zone	Above Rs. 2,00,000/-	2 months

111. CONSUMER COMPLAINT HANDLING PROCEDURE-CONSTITUTION OF DISPUTE SETTLEMENT COMMITTEES:

- i) The Commission has approved the "Consumer Complaint Handling Procedure" vide its order dated 28.6.06. The PSPCL has constituted Dispute Settlement Committees at different levels for settlement of disputes between the PSPCL and consumers in an inexpensive / expeditious manner. The following Dispute Settlement Committees have been put in place after approval of the Commission.

	Dispute Settlement Committee-	Presenting Officer	Nodal Officer	Financial Limit
a)	Zonal Dispute Settlement Committee- (ZDSC)	SE/Dy.CE/DS of the concerned Circle.	SE/Dy.CE/HQ of the concerned Zone	All cases above Rs.2 lacs in each case.
b)	Circle Dispute Settlement Committee (CDSC)	Sr.Xen/ Addl.SE/ DS of the concerned Divn.	Sr.Xen/Addl. SE/ Tech.of the concerned Circle	All cases above Rs. 50,000/- and upto Rs.2 lacs in each case.
c)	Divisional Dispute Settlement Committee- (DDSC)	Xen/AEE/AE/DS of the concerned Sub-division	Divisional Supdt.of the concerned Division	All cases upto Rs. 50,000/- in each case.

- ii) **The Constitution of the Committees is as below:**

a) Zonal Dispute Settlement Committees (ZDSCs)

1	Chairman	:	Engineer-in-Chief/CE/DS of concerned Zone
2	Member from Accounts Wing	:	a) Chief Auditor- Central, South & West Zones b) CAO Revenue - North & Border Zones

3	Member from Commercial Wing	:	a) Dy.CE/SE/Sales-I - Central Zone b) SE/Sales-II - North & Border Zones c) SE/Billing - South & West Zones
4	Nominated Members	:	a) Representative of the Consumer Organization to be nominated by the Divisional Commissioner in case where the zone comprises of more than one district or Deputy Commissioner where the Zone comprises of One District only. b) Representative of the Industry to be nominated by Director of Industries and Commerce, Punjab.

b) Circle Dispute Settlement Committees (CDSCs)

1	Chairman	:	Dy.CE/ SE/DS of concerned Circle
2	Member from Accounts Wing	:	Dy.C.A. of concerned Zone under which the Circle falls
3	Member from Commercial Wing	:	Sr.Xen/ASE(Sales)dealing with the concerned Circle
4	Nominated Member	:	Representative of the Industry to be nominated by Director of Industries and Commerce, Punjab.

c) Divisional Dispute Settlement Committees (DDSCs)

1	Chairman	:	Addl. SE / Sr.Xen / DS of concerned division
2	Member from Accounts Wing	:	Accounts Officer/Field of concerned Circle under which the Division falls.
3	Member	:	Xen /AEE./AE to be designated by concerned Dy.CE /SE/DS from within the Circle.

Note: In case any member of any Dispute Settlement committee was involved in any capacity in any case, then for that case he may not take part while deciding the case.

iii) Nature of Complaints:

Consumer complaints shall pertain to:

- Billing
 - Metering
 - Interruption/failure of power supply
 - Voltage variations
 - Load shedding/scheduled outages
 - Disconnection/Reconnection
 - Any other matter concerning supply of electricity
- a) Complaints of general nature other than those mentioned above, such as delay in release of service connection, delay in issue of first bill/subsequent bills, receipt of incorrect energy bills, defects in meter/metering equipments, delay in replacement of defective/dead stop meters, failure of power supply, voltage variations, non-restoration of supply in case of interruption or outage/breakdown or disconnection or even after payment of dues by the consumer and other miscellaneous defaults will be disposed of primarily by the AE/AEE/XEN in-charge of the sub-division. In case the complainant is not satisfied with the response or there is no response, the complainant will have the right to approach the Divisional Dispute Settlement Committee.
- b) Complaints relating to the supply of electricity by the PSPCL involving pecuniary disputes arising due to wrong billing, application of wrong tariff or difference of service connection charges/general charges or Security against

consumption, metering and or CT/PT errors, levy of voltage surcharge, billing of supplementary amount or any other charges except those arising on matters pertaining to open access granted under the Electricity Act, 2003 and Sections 126,127,135 to 140,142,143,146,152 and 161 of the Act will be disposed of by the Dispute Settlement Committees.

iv) Procedure for lodging of complaints:

The aggrieved consumer will submit his complaint to the Nodal Officer of the appropriate Committee, clearly stating the name and address of the consumer alongwith account number, telephone number and e. mail address, if any, and the name of the PSPCL 's office viz sub-division to which the complaint pertains. The consumer shall be required to deposit 20% of the total disputed amount before submission of complaint and copy of the receipt shall be attached with the complaint.

Other complaints of general nature will be made in writing to the AE/AEE in charge of the sub division in the format below. The complaints relating to failure of supply will be lodged by the consumers at the respective designated complaint centers either in person or over telephone. The same shall be entered in database to be maintained at the complaint centers by the authorized officials who will give the complaint no. to the consumer.

FORMAT FOR LODGING COMPLAINTS OF GENERAL NATURE

1. Name of the complainant
2. Full address with telephone number, if any
3. Consumer A/c No.
4. Brief description of the complaint

Signature of the complainant

Date:
Place

Acknowledgement by the PSPCL

1. Complaint Receipt no.
2. Date of receipt
3. By whom received (Name & designation)

Signatures of the authorized
officer of the PSPCL

v) Procedure for redressal of Complaints:

- a) The complaint received from the consumer by the Nodal Officer by the concerned DSC will be taken on record and entered in the database to be maintained by the committee. The receipt of the complaint will be acknowledged and the number and date of complaint will be intimated to the consumer with telephone nos. of Chairperson / Nodal Officer of the Committee and next higher authority.
- b) DSC shall call for relevant records alongwith comments of the concerned officer if considered necessary on the complaint of the consumer.
- c) DSC will give a reasonable opportunity to the consumer of being heard, in person or through an authorized representative and submit evidence in support of his complaint. The order will be made in writing on the basis of facts/circumstances on record as well as pleadings of the consumer/his representative and after taking into consideration the relevant Regulations framed under the Electricity Act, 2003 and instructions issued thereunder.
- d) The order will be passed by the Committee within a reasonable time not exceeding 60 days and conveyed to the concerned officer with instructions to issue the revised bill/advice within 15 days from the date of the order. A copy of the order will be given to the complainant or his authorized representative, in person or sent by registered post/courier.
- e) DSC will determine whether any interest is payable by either party on the disputed amount, if so the rate and period thereof. Presently the interest rate is 11.75% per annum for payment / recovery on the disputed amount.

- f) A nominated Member will certify that he has no personal interest in the complaint being considered. The nominated member shall attend such meetings by making his own arrangement and will not be entitled for any traveling / incidental expenses.
- g) All members of the DSC will be intimated regarding meetings alongwith agenda well in time.
- h) DSC shall continue to function even if nominated member is not available during the meeting.
- i) The Committee will not entertain a complaint for which proceedings are pending before any court, authority or Forum established by law or where a decree award or final order has already been passed by the Competent Court authority or Forum.
- j) In case the consumer is unable to make 20% payment of the disputed amount, the chairperson of the DSC will be competent to fix the amount to be deposited for consideration of the case by the DSC.
- k) Complaints regarding failure of supply etc. and of general nature will be disposed off by all concerned within the time limits specified in the Supply Code.

vi) Publicity of Consumer Complaint Handling Procedure:

- a) The field officers will give wide publicity to the existence of the 'Consumer Complaint Handling Procedure' by periodical press release, display on notice boards in the distribution sub-divisions or at the Complaint centres / Bill collection centres, web site of PSPCL and such other means to make the public aware of the procedure;
- b) An updated copy of the 'Consumer Complaint Handling Procedure', as revised from time to time shall be made available for inspection by members of the public during normal working hour. Updated copy of the aforesaid procedure may be made available to the consumers and any other person who requests for it at a price of Rs. 50/- per copy.

vii) Consumer's right to approach the Forum.

- l) A complainant aggrieved due to non-redressal of his complaint under the 'Consumer Complaint Handling Procedure', may approach the Forum established by the PSPCL under sub-section (5) of Section 42 of the Act read with " PSERC (Forum & Ombudsman) Regulations, 2005."

112. FORUM FOR REDRESSAL OF GRIEVANCES OF THE CONSUMERS:

The PSPCL has established a "Forum" for redressal of grievances of the consumers as per Regulations (Forum and Ombudsman Regulations – 2005) notified by the Commission vide Notification No. 19 dated 17.8.2005 under section - 42 (5) of the Act and designated the following officer of the PSPCL as Chairman/Member of the Forum:-

- 1) Chief Engineer designated as Chairman.
- 2) Chief Accounts Officer designated as Member.
- 3) One member nominated by the commission from non-govt. Organisation who will be at least graduate with knowledge of Power Sector and consumer affairs.

Note: The Forum shall ordinarily hold its sittings at its headquarters (Patiala). Subject to availability of workload, sittings may also be held at Ludhiana, Amritsar or Bathinda

112.1) Jurisdiction of the Forum:

- (i) The Forum shall entertain the complaints filed in writing by the complainant with respect to the electricity services provided by the distribution organization of the PSPCL if it fulfills the following requirements:-
 - a) An unfair trade practice or a restrictive trade practice has been adopted by the PSPCL in providing electricity services;
 - b) The electricity services hired or availed of or agreed to be hired or availed of by the complainant, suffers from defect or deficiency in any respect;

- c) The PSPCL has charged for electricity service mentioned in the complaint, a price in excess of the price fixed by the Commission;
 - d) Electricity services which are hazardous to life and safety when availed are being offered for use to the public in contravention of the provisions of any law for the time being in force or of any PSPCL;
 - e) Violation has occurred of any law or PSPCL requiring the PSPCL to display the information in regard to the manner or effect of use of the electrical services; or
 - f) Breach has occurred of any obligation by the PSPCL which adversely affects any consumer or which the Forum may consider appropriate to be treated as a complaint.
- ii) a) The Forum may receive complaints through e-mail and also during its sittings at places other than its headquarters subject to fulfillment of such requirements as the Forum may consider appropriate. The Forum shall entertain only those complaints where the complainant has approached the appropriate authority of the PSPCL as prescribed in the Complaint Handling Procedure approved by the Commission from time to time and either is not satisfied with the response of the PSPCL or there is no response within the time prescribed therein or within reasonable time.
 - b) No complaint shall be entertained unless it is filed before the Forum within 3 (three) months from the date the consumer exhausted the remedy under the Complaint Handling Procedure or when no action is taken by the authority prescribed in that procedure within the period prescribed therein, from the expiry of such period as aforesaid, whichever is earlier. However, the Forum may entertain a complaint, which does not meet the aforesaid requirement with reasons to be recorded in writing.
 - iii) The Forum shall not entertain a complaint if it pertains to the same subject matter for which any proceedings are pending before any court, authority or any other Forum established by law or a decree, award or a final order has already been passed by any competent Court, authority or Forum or is frivolous or vexatious in nature.

112.2) Filing of Grievances before the Forum:

- (i) The Forum shall take up the following types of complaints / grievances, which are neither related to open access nor to matters covered under Section 126, 127, 135 to 140, 142, 143, 146, 152 & 161 of the Act:-
 - a) Billing of supplementary amount as a result of post audit.
 - b) Levy of voltage surcharge not levied in the first instance.
 - c) Wrong Billing.
 - d) Application of wrong tariff.
 - e) Non-payment of admissible rebates/incentives.
 - f) Delay in release of connection.
 - g) Delay in issue of first bill/subsequent bill.
 - h) Delay in rectification of energy bill.
 - i) Delay in replacement of defective/dead stop meters/ Metering equipment.
 - j) Non-restoration of supply due to breakdown or even after payment of dues.
 - k) Levy of clubbing charges either by way of differences of tariff or voltage surcharge from back date.
 - l) Supply of low voltage beyond the limits permissible under IE Rules 1956or Regulations notified by CEA under Section 53 of the Act, fluctuations in voltage etc. (Deficiency in service).
 - m) Accidents due to less clearances, being not as per IE Rules 1956or Regulations notified by CEA under Section 53 of the Act and faulty lines etc.
 - n) Leakage of earth current and consequent accidents.
 - o) Inadequate grace period for deposit of energy bill.
 - p) With-holding information required by the consumer etc. etc.

Note: - The above list of complaints is not to be treated as final. There may be complaints, which are not covered by the above list. Such complaints related to supply of electricity and performance standards, not mentioned above may also be taken up by the Forum.

- (ii) Every grievance must be submitted in writing by complainant(s) with following details to the Forum:-
 - (a) The name of the individual or the organization, complete postal address, telephone number, fax number and the E-mail address, (if any), The name of PSPCL Office i.e. Sub-Divn., Division or Circle Office to which the grievance pertains.
 - (b) A full description of the matter, which is the source of grievance, including copies of any relevant and supporting documents, if any.
 - (c) Relief prayed for.
 - (d) Statement that the matter is not pending before any other Court, Authority or Forum.
- iii) The complainant shall enclose a copy of response if any from the PSPCL. The Forum may seek additional information and details from the complainants. The complaint may be accepted by the Forum through e.mail subject to fulfillment of requirement as may be considered appropriate by the Forum.

112.3) Procedure for disposal of grievances by the Forum:

- (i) On receipt of the consumer grievance, the Secretary to the Forum shall make an endorsement on the grievance subscribing his dated initials and shall send an acknowledgement to the applicant within 7 days of its receipt. The secretary shall also be responsible to inform the complainant of the status of his complaint in the Forum in case of inquiry by the complainant in this regard.
- (ii) The consumer grievances received shall be registered and serially numbered for each year e.g. C.G No.1/2005, 1/2006 and so on and copy of the grievance shall be forwarded simultaneously to the concerned officer of the PSPCL for redressal or to file objection, if any, in writing in case the PSPCL is not agreeable to the request of the complainant.
- (iii) The employee nominated/authorized in this regard by the PSPCL or the employee named in the complaint shall furnish the parawise comments on the grievance within 15 days from the date of receipt of the letter from the Forum, failing which the Forum shall proceed on the basis of material available on record.
- (iv) In addition to the record of the concerned Dispute Settlement Committee(s), the Forum may call for further information or record from the PSPCL or the complainant that it considers relevant for examination and disposal of the grievance and the parties will be under obligation to provide such information or record as the Forum may call for. The concerned party will send the same to the Forum within 10 days of receipt of its requisition. Where a party fails to provide such information, document or record and the Forum is satisfied that the party in possession of the record is withholding it deliberately, it may draw an adverse inference.
- (v) On receipt of the comments from the PSPCL or otherwise and after conducting or having such inquiry or local inspection conducted as the Forum may consider necessary, and after affording reasonable opportunity of hearing to the parties, the Forum shall pass appropriate orders for disposal of the grievance, as far as possible, within 60 days of filing the complaint.
- (vi) The decisions of the Forum will be recorded duly supported by reasons. The Order of the Forum will be communicated to the complainant, PSPCL and the concerned Dispute Settlement Committee in writing within 7 days of the passing of the Order.

The PSPCL will comply with the Order of the Forum within 30 days from the date of its receipt.

In case of non-compliance of the Order of the Forum or that of a Dispute Settlement Committee, the aggrieved consumer may approach the Ombudsman who will provide the consumer as well as the PSPCL an opportunity of being heard. A report will, thereafter, be sent to the Commission within 30 days from the date of such hearing.

On consideration of the report of the Ombudsman, the Commission will take further action as it may deem fit including that under Section 142 of the Act.

- (vii) The Forum may, subject to Electricity Supply Code and related matters Regulations made by the Commission in this regard, award such compensation to the complainant(s), as it considers just and appropriate in the circumstances of the case. The Forum may issue such interim orders pending final disposal of the complaint, as it may consider necessary. It may also order for deposit of any Interim amount by the complainant with the PSPCL.
- (viii) Where the complainant or the PSPCL fails to appear before the Forum on the date fixed for hearing on more than two occasions, the Forum may decide the complaint ex-parte.
- (ix) The forum may settle any complaint in terms of any agreement reached between the parties at any stage of the proceedings before the Forum and there shall be no right of representation before the Ombudsman against such order
- (x) The Forum may evolve procedure conforming to the principles of fair play and justice for efficient discharge of functions and shall also follow the guidelines, if any given by the Commission regarding the procedure to be adopted by it for handling the complaints.
- (xi) Every order shall be a speaking order and signed by the members conducting the proceedings. Where the members differ on any point or points, the opinion of the majority shall be the order of the Forum. The opinion of the minority shall, however, be recorded and form part of the order.
- (xii) The orders of the Forum shall be binding on the consumers and the PSPCL.
- (xiii) The consumer and the PSPCL may obtain certified copies of the orders, decisions, directions and reasons in support thereof given by the Forum in respect of the complaint. Copies of the Orders of the Forum may also be obtained by any person subject to payment of such fees and after complying with such other terms, which the Forum may specify.
- (xiv) However, any complainant aggrieved by orders of the Forum may prefer a representation before the Ombudsman appointed/ designated by the Commission
- (XV) The Forum will keep a record of consumer grievances submitted to it and the decision thereof and make available such records for inspection of the Commission as and when required. It shall also submit a report on the number of grievances received, redressed and pending, at the end of each quarter to the commission and a copy shall also be forwarded to the distribution PSPCL.

113. REDRESSAL OF GRIEVANCES BY OMBUDSMAN:

The Punjab State Electricity Regulatory Commission (PSERC) has appointed Ombudsman U/S-42 (6) of the Act with Headquarters at Chandigarh for redressal of grievances of the consumers aggrieved by the decision of the forum.

113.1) Powers and duties of Ombudsman:

The Ombudsman shall consider the representation of the consumers consistent with the provisions of the Act, Rules & Regulations made thereunder or general orders or directions given by the Government or the Commission in this regard before settling their grievances. He shall have the following powers/duties:-

- i. - to receive the representations from complainants aggrieved by any order of the Forum;

- to exercise all the powers as are available to a Forum under these Regulations ; and
 - such other powers as may be entrusted by the Commission from time to time.
- ii. To issue such orders, instructions or directions to the Forum for the performance of its functions, as deemed fit after hearing the Forum or any other interested party, if any.

113.2) Filing of representation before the Ombudsman:

- i) Any complainant, aggrieved by orders of the Forum may himself or through his authorized representative make a representation in writing to the Ombudsman.
- ii) The representation shall state clearly the name/s and address of the consumer/s, service connection number, category, the name of the PSPCL's office, against which the representation is made, the facts giving rise to the representation, the grounds thereof, the relief sought from the Ombudsman, the name of the Forum, date of order or decision of the Forum, as the case may be, along with a copy thereof.
 - a) No representation to the Ombudsman shall lie unless, the consumer had, before making a representation to the Ombudsman approached the Forum constituted under sub-section (5) of Section 42 of the Act, for redressal of his grievance. The representation shall be made within one month from the date of receipt of the order of the Forum. Provided that the Ombudsman may entertain a representation beyond one month on sufficient cause being shown by the complainant that he had reasons for not filing the representation within the aforesaid period of one month.
 - b) The person filing the representation shall make a deposit of 50% (Fifty per cent) of the amount assessed by the Forum (inclusive of amount already deposited on this account), with the PSPCL, in cash or through demand draft payable at the headquarters of the concerned sub-division and submits documentary evidence of such deposits with the representation.

113.3 Procedure for disposal of complaints by Ombudsman:

- i. The Ombudsman shall, within seven days of registration of a representation, call for the relevant record from the concerned Forum which will forward such record within seven days from the date of receipt of notice from the Ombudsman. The Ombudsman may, at the same time, also call for a written statement/ parawise comments of the PSPCL on the representation. The PSPCL will furnish the written statement/parawise comments within fifteen days from the date of receipt of such letter. Any other document required and called for by the Ombudsman will also be furnished by the PSPCL/ consumer within the stipulated period.

In case the PSPCL fails to furnish the written statement/parawise comments within the stipulated period, the Ombudsman may impose costs as are considered reasonable and sufficient. The concerned consumer may also be liable for similar action in the event of failure to furnish any additional document called for by the Ombudsman.
- ii. The Ombudsman may pass an interim order, to provide relief to the complainant, if considered necessary.
- iii. The Ombudsman may hear the parties and may direct the parties to submit written statements of submissions in the matter.
- iv. The Ombudsman shall pass a speaking order giving reasons for all his findings and award. The Ombudsman shall also decide regarding interest payable by either party on excess or short deposits made by the complainant.
- v. The Ombudsman will pass an award as early as possible but in any case, within three months from the date of receipt of a representation. Where there is delay in disposal of a representation, the Ombudsman will record reasons for such delay. Copies of the Ombudsman's award/Order will be sent to the parties and the Forum.

- vi. The PSPCL will comply with the award/Order within 30 days of the date of receipt. Non-compliance of the award/ Order within the stipulated period may be brought to the notice of the Ombudsman by the consumer. The Ombudsman will provide the consumer as well as the PSPCL an opportunity of being heard and send a report to the Commission within 30 days of the date of such hearing. On consideration of the report of the Ombudsman, the Commission will take further action including that under Section 142 of the Act as it may deem fit.
- vii. The Ombudsman may evolve a procedure conforming to the principles of fair play and justice for efficient discharge of its functions. The Ombudsman will also follow the guidelines, if any, given by the Commission from time to time regarding the procedure to be adopted for handling consumer complaints.

113.4 Finality of awards:

The award or the orders of the Ombudsman shall be final and binding on the parties.

113.5 Powers to call information

For the purpose of carrying out his duties, Ombudsman shall have the same powers to call for records or information as are available to the Forum:

114. INTEREST ON REFUND / RECOVERABLE AMOUNT:

Interest shall be recoverable at the short-term PLR of the SBI prevalent on 1st of April of the relevant year on the amount decided finally as recoverable by the DSC/Forum/Ombudsman/ Appellate Authority/Designate Authority. In case disputed amount is finally upheld, then the interest shall be recoverable on the amount **not deposited** in the first instance i.e. the pending amount. In case the disputed amount is decided to be not recoverable or partly recoverable, then PSPCL will pay interest at the short-term PLR of the SBI prevalent on 1st of April of the relevant year on the refund amount for the period the amount remained under adjudication. CAO/Revenue shall issue instructions every year regarding the short-term PLR in the month of April, which shall be made applicable during the entire forthcoming financial year. For the year 2010-11 the rate of interest is 11.75% Per annum.

115. CONSTITUTION OF SR.XEN LEVEL FARMERS' COMMITTEE FOR MONITORING SUPPLY TO TUBE-WELLS.

- 115.1) The Sr.Xen Level Farmers Committee may be formed to monitor the un-interrupted power supply for agriculture purposes. The Committee shall comprise of following members:-
 - (i) Addl.SE/Sr.Xen/DS of the concerned Division.
 - (ii) Three members of the Farmers to be nominated by the concerned Deputy Commissioner.
- 115.2) The concerned Dy.CEs/SEs/DS shall take up the matter with concerned Deputy Commissioner for nomination of farmers members on the above committees. However, where the area under Division falls in two districts, then the Deputy Commissioner of the larger area under the Division may be requested to nominate the farmers members.
- 115.3) The meeting of the committee shall normally be held once in a month but two meetings shall be held in a month during the paddy season i.e from June to September. However, in case of emergency, the concerned Addl.SE/Sr. Xen can hold a special meeting. All the SDOs/JEs of the concerned division shall be present on the day of meeting.
- 115.4) The functions of the above committee shall be as under:-
 - (i) To Monitor the un-interrupted power supply for Agriculture purposes.
 - (ii) Availability of power to the farmers for the specified time e.g. for 8 hours during the paddy season.
 - (iii) To monitor any damage in the transmission and distribution system of PSPCL.
 - (iv) To ensure that any breakdown/faults are attended to and rectified immediately.

(SECTION-IX)**INSTALLATION OF STAND BY GENERATING SETS, CAPTIVE POWER PLANTS AND CO-GENERATION / IPP NRSE PLANTS****121. INSTALLATION OF STAND BY DG / TG SETS:**

121.1 The consumers of the PSPCL can install stand by DG / TG sets for meeting their own requirement of electricity during breakdowns / power cut / peak load hours restrictions. The following information/documents shall be supplied to the PSPCL by the consumer.

- i) Name and complete address and account no. of the connection, where DG /TG set is proposed to be installed.
- ii) Name of Sub-Division/Division/Circle in whose jurisdiction the set is proposed to be installed.
- iii) Sanctioned connected load / contract demand and supply voltage of the connection.
- iv) Nature of Industry/Business.
- v) Particulars of DG /TG Set(s).
- vi) Key diagram of the Electrical Installation of the DG/TG Set and change over arrangement.

121.2. Fool Proof arrangements shall be made to avoid mixing of PSPCL supply with that to be generated by the DG/TG Set(s). It shall be ensured that the neutral of PSPCL supply is isolated during the changeover to DG/TG Set supply. All relevant provisions of the IE Rules, 1956 or Regulations notified by CEA under Section 53 of the Act shall be complied with in respect of the installation and test report shall be furnished.

121.3 An undertaking that a proper meter shall be provided to measure the energy generated from the DG/TG set and the data shall be supplied to PSPCL as and when asked for monitoring/energy audit.

121.4 Notice to CEI to Govt. Punjab:

The following details of installation shall be supplied to CEI, Punjab also.

- i) Particulars of the electrical installation and plan thereof.
- ii) Test Report of the licensed wiring contractor.
- iii) Single Line Diagram indicating the arrangement of connections of the Generator installation to the existing electrical installation.
- iv) Clearance from CEI Punjab shall be required, in case the capacity of DG / TG Set is above 10 kW.

121.5) Technical Clearance shall be given within 30 days by the following Officers of the PSPCL and no permission fee shall be payable by the consumer:

Capacity of DG Set(s)	Competent Authority
Upto 10 KW (11 kVA)	No clearance / prior sanction of CEI shall be required.
Exceeding 10 KW (11 kVA) and upto 250 kVA	Addl.SE/Sr.Xen (DS)
Exceeding 250 kVA upto 1 MVA	Dy.CE / SE (DS)
Exceeding 1 MVA & upto 2.5 MVA	EIC / CE (DS)
Exceeding 2.5 MVA & upto 5 MVA	EIC /CE (Commercial)
Exceeding 5 MVA	Director- In-charge Commercial

121.6) Use of Isolated load by a consumer:

The PSPCL consumers can use Isolated load on DG Set(s) on standalone basis in isolation to the sanctioned load being used from PSPCL system without any intermixing subject to following conditions:-

- i) Isolated load will be run on standalone basis without any change over switch in isolation of PSPCL Supply.
- ii) Key diagram and site plan of the building will be supplied to the concerned sub division and copy of the same shall be displayed near the meter.

- iii) Meter with data download facility shall be provided in such cases irrespective of the sanctioned load.
- iv) No supply from PSPCL system shall be allowed in the area / plot / portion where islanded load is allowed to run from DG / TG Set. An undertaking shall be obtained from the consumer to the effect that in case of any violation like inter mixing of supply, load surcharge at double the normal rates shall be applicable and in addition, initial security and service connection charges for regularization of additional load shall also be recovered.
- v) No permission fees, initial security or service connection charges for the islanded load shall be payable.
- vi) There shall be no limit on the capacity of DG / TG set to be installed by the consumer. However, the installation shall be got cleared from CEI Punjab, in case the capacity of DG / TG Set is above 10 kW by the consumer / applicant.
- vii) The competent authority for allowing running of islanded load on stand alone basis shall be as under:-

Capacity of DG Set(s)	Competent Authority
Upto 10 KW (11 kVA)	Additional SE / Sr Xen (DS)
Exceeding 10 KW (11 kVA) and upto 250 kVA	Dy. CE/SE (DS)
Exceeding 250 kVA upto 1 MVA	EIC / CE (DS)
Exceeding 1 MVA	EIC / CE (Commercial)

122. CO-GENERATION PLANTS:

- 122.1 Co-generation projects of 67 bar pressure and above with qualifying criteria i.e. for co-generation facility to qualify under topping cycle mode, the sum of useful power output and one half the useful thermal output be greater than 45% of the facilities energy consumption, shall only be eligible for incentives under co-generation policy of the State Government.
- 122.2 The existing/prospective consumers of PSPCL can install TG sets under co-generation scheme. The eligible industries shall be as per the guidelines given by government of India/ Punjab Government where the waste heat of the manufacturing process is gainfully utilized for co-generation as a by-product. This facility shall be available to industries like Sugar Mill, Paper Mills, Fertilizers, Distilleries, Chemical, Cement and Textile Industries etc. The conditions for co-generation shall be as under:-
- i) The co-generator shall not be required to pay parallel operation charges.
 - ii) One time permission fee shall be payable @ Rs. 50/- per kVA of the capacity for feeding captive load in case plant is run in synchronism with the grid. The plants running in parallel with the grid un-authorisedly, shall be liable to pay the permission fee at double the rate besides compensation to the PSPCL for any damage caused to the system. The running of such plants in parallel shall only be allowed after ensuring technical suitability. The permission fee shall stand forfeited if the technical requirements are not complied with. If the co-generation plant is selling surplus power to the PSPCL in addition to feeding the captive load, permission fee will be worked out by excluding capacity earmarked for sale of power to the PSPCL from the total capacity of co-generation plant. If the plant is run in isolation, the owner of the plant will not be required to pay permission fee.
 - iii) The co-generator shall have to enter into an agreement with PSPCL in the event of sale of surplus power on the terms and conditions to be specified by the Commission.
 - iv) No initial security shall be payable for the load fed from T.G. Set.
 - v) For any power injected into PSPCL system by co-generator without any agreement no payment shall be made by the PSPCL.

- vi) The voltage level for synchronization /interfacing with PSPCL system shall generally be 11 KV or above, depending upon the capacity of the plant, quantum of power and the nearest Grid/ Sub-station of PSPCL. Power evacuation transmission system shall be provided by the Plant Owner at his own cost with the approval of Chief Engineer/Sub-Station.
- vii) Interfacing including installation of transformers, panels, kiosks, Protection and metering on HT side of the generating station and its subsequent maintenance shall be undertaken by the Power producer/Plant Owner. PSPCL shall provide jumpers to the line at Bay end.(i.e. take-off point) of the generating station for evacuation of power.
- viii) Suitable Electronic energy meter, duly tested from PSPCL's Lab and sealed by Addl. SE / Sr. Xen (DS) shall be installed by the producer on HT side at his end for recording units generated/energy audit.
- ix) The producer shall install necessary current limiting devices such as thyristors in the generating equipment. Every plant owner shall generate matching MVARs so that monthly average power factor does not exceed 0.90 or as specified from time to time.
- x) The co-generator shall continue to be governed by other Commercial instructions issued by the PSPCL as agreed to and shall continue to pay monthly minimum charges or the bill as per consumption whichever is higher.

123. NEW AND RENEWABLE SOURCES OF ENERGY (NRSE) PLANTS:

123.1 Plant owners generating electricity from non- conventional energy sources such as small hydro projects upto 25 MW, bio-mass combustion and gasification, co-generation solar photovoltaic, solar thermal urban / municipal industrial waste, wind electric generator, new technologies like fuel cells of any capacity & bio-fuels etc. will be eligible for incentives under the NRSE policy of the State Government. There will be no restrictions on the generation capacity or supply of electricity to the State Grid. The following incentives are provided to the NRSE plant owners:-

- i) One time permission @ Rs.50/- per kVA of the capacity of the plant for feeding captive load in case of captive/co-generation plants is leviable if these plants run in synchronism with the grid. This means that the captive/co-generation plants which are not run in synchronism with the Grid i.e. if the plants are run in isolation then such plant owner will not be required to pay permission fee. Further, permission fee from the plants running in synchronism with the grid will be reduced in case they sell surplus power to PSPCL & the reduction in permission fee will be based on the capacity earmarked for sale of power to the PSPCL.
- ii) No parallel operation charges shall be charged.
- iii) The PSPCL will install bay and allied equipment at its own cost in the grid sub station to receive power from NRSE plant.
- iv) No initial security shall be charged for the load fed from TG Set.
- v) Monthly minimum charges will not be charged for the load being fed from TG Set.
- vi) During the period of short-term purchase of power by the PSPCL, the payment of MMC for the supplies made by the PSPCL to the consumer during breakdown of the plant shall be waived off.
- vii) The wheeling and other charges shall be as per approval of the Commission.
- viii) Third party sale and banking as envisaged in the NRSE policy shall also be admissible.

123.2 The tariff rate for purchase of power by the PSPCL during the year 2010-11 shall be:-

Biomass, Urban/ Municipal/ Ind. Liquid/ solid waste to energy and wind power energy.	423 paise/unit	With 5% escalation every year upto 2011-2012
Mini/Micro Hydel, Bagasse/ Biomass Co-generation	392 paise/unit	With 3% escalation every year upto 2011-2012
Solar Energy	852 paise/unit	With 5% escalation every year upto 2011-2012

- i) These rates will be considered the minimum rates that a NRSE plant owner can claim. It is entirely possible that NRSE Projects adopting different technologies and / or fuels might need enhanced rates for their encouragement. Therefore, individual developer would be free to approach the Commission for determination of such rates. The Commission will, at that stage, decide whether rates are to be approved individually in each case or generally for a category of case.
- ii) Rates as prescribed in the Policy will be applicable for a period of 5 years (upto 2011-12) after which the last escalated tariff shall continue and the Commission will determine the manner in which further enhancement in tariff, if any, by way of encouragement to the sector is to be effected.
- iii) Transmission losses and wheeling costs upto the State boundary are to be borne by the plant owner and the NRSE tariff, as approved, is the net amount payable for power supplied at the touch point of the state Grid, in case power from NRSE projects located outside the State in the Northern Region is purchased. The plant owner will supply a certificate from Govt. of Punjab whether a particular project located outside the State is NRSE or not?
- iv) The rates approved above will be applicable to the following two categories:-
- Projects where MOUs/IAs had been signed under the State Govt.'s NRSE Policy 2001 but PPAs are yet to be signed by PSPCL.
 - Projects where PPAs have already been signed in pursuance of MOUs/IAs (Implementation of Agreement) of the plant owner with PEDDA but no concrete steps have thereafter been taken to implement the project for one reason or another.
- Provided subject to the condition that these rates would not be applicable in the case of such projects that have achieved COD (Commercial Operation Date) before the announcement of GOP NRSE Policy 2006 i.e. before 8.12.2006 when the notification-dated 24.11.2006 was published in the Punjab Govt., Gazette.

123.3 Third party sale by NRSE generators may be permitted on terms & conditions that may be mutually agreed upon. Such sale can, however, be permitted only by adopting the open access route and paying such charges as prescribed in the Open Access Regulations notified by the Commission. Same principles will apply for transmission and wheeling of NRSE power for captive use.

123.4 Transmission and wheeling charges in case of NRSE power shall be levied @2% of the energy injected into the State Grid irrespective of distance. Accordingly, wheeling of power generated from NRSE Projects will be permitted on the basis of such wheeling charges including transmission charges as prescribed in the Open Access Regulations.

- The NRSE generators shall compensate the PSPCL as per Open Access Regulations for T&D losses in this regard.
- Other charges such as surcharges, operation charges, additional surcharges, UI charges and reactive energy charges will also be payable by the NRSE generators as per Open Access Regulations.

- 123.5 Individual plant owner need not in future, file separate petition before the Commission so long as the PPAs conform to the provisions of the commission in its order dated 13.12.2007 (given briefly in the points 123.2 to 123.4 above) and they would be free to approach the PSPCL for signing of PPAs on that basis.
- 123.6 The provisions of COS No. 45 and conditions as mentioned in paras 122 (v) to (x) for co-generation plant shall be applicable.

124. CAPTIVE POWER PLANTS (CPP);

The following Regulations for harnessing captive power generation in the State of Punjab have been notified by the Commission: -

1. Short title and commencement:

- a) These Regulations shall be called the "Punjab State Electricity Regulatory Commission (Harnessing of Captive Power Generation) Regulations, 2009".
- b) These Regulations shall be applicable to all the Captive Power Plants in the State of Punjab.
- c) These Regulations shall come into force from the date of their publication in the official Gazette of the State of Punjab.

2. Definitions

- a) "Act" means the Electricity Act, 2003.
- b) "Active Power" means the product of voltage and in-phase component of alternating current measured in units of watts and standard multiples thereof.
- c) "Billing cycle" means a period of one month.
- d) "Contract Demand" means the maximum demand in KVA sanctioned to a consumer.
- e) "Captive Power Plant (CPP)" means the power plant that fulfils the criteria laid down in Rule-3 of the Electricity Rules, 2005.
- f) "Firm Power" means the power supplied on agreed terms & conditions by a CPP owner to a PSPCL as per the contract.
- g) "Infirmit Power" means power supplied by a CPP to a PSPCL which is not committed and is not covered under any contract and will also include power from a standby plant.
- h) "PSPCL" means a Distribution PSPCL.
- i) "Merit Order" means order of priority of various generating units under BBMB/ISGS/SGS/IPPs etc. operating in synchronism with Northern Grid System, compiled by the State Load Despatch Centre (SLDC) pursuant to schedule and despatch requirements, generally in ascending order of variable cost of energy.
- j) "Reactive Power" means the product of voltage and current and the sine of the phase angle between them measured in units of volt amperes reactive and standard multiples thereof.
- k) "Standby and Startup Power" means the power required by a CPP during pre-commissioning or planned/forced outages.
- l) "UI rates" mean the Unscheduled Interchange rates specified by the Central Electricity Regulatory Commission from time to time.
- m) Words and expressions used in these Regulations and not defined specifically herein will have the same meanings as assigned to them in the Act.

3. Terms and Conditions for operating CPP

- i. (A CPP may itself use or sell electricity to a PSPCL or an Open Access customer in accordance with provisions of Section 9 of the Act.
- ii. (A CPP intending to supply electricity to a PSPCL will bear the cost of the switch yard and interconnection facilities up to the point of injection into the grid substation of the PSPCL. In case the quantum of such electricity is 3 MW or more, the cost of the bay, breaker in the PSPCL's grid and equipment for communication of real time data to SLDC will also be borne by the CPP. Specifications of the synchronization and other equipment including technical details of connectivity will be prescribed by the PSPCL and the CPP will ensure compliance therewith.

- iii. Charges in the form of one time permission fee will be payable by a CPP seeking connectivity with the grid and operation in synchronism with the grid, at the rates specified in the Tariff Order/ Schedule of General Charges.
- iv. A CPP connected in parallel with the grid, will ensure compliance of the State Grid Code & Indian Electricity Grid code.
- v. A CPP supplying electricity to a PSPCL in excess of 10 MW will furnish its Annual Maintenance Schedule (1st April to 31st March) to the SLDC and the PSPCL by the 15th of November of the previous year. In the case of a CPP supplying electricity less than 10 MW, its Annual Maintenance Schedule for the succeeding year will be furnished to the PSPCL by 31st of March of the current year.
- vi. A CPP will intimate planned outages to the SLDC with details of their commencement, estimated duration and resumption of generation, at least an hour in advance. In the case of an unplanned outage, the CPP will inform the SLDC and the PSPCL both of the stoppage of its power plant and resumption of generation within 15 minutes of their occurrence.
- vii. A CPP which is a consumer of the PSPCL and an Open Access customer purchasing electricity from a CPP will be eligible to reduce their Contract Demand as per Conditions of Supply of the PSPCL as approved by the Commission.

4. Standby and Startup Power

- (1) A CPP which is also a consumer of the PSPCL will:
 - (a) ensure that his maximum demand does not exceed the sanctioned Contract Demand;
 - (b) be liable to pay demand surcharge if maximum demand exceeds sanctioned Contract Demand in any month. The surcharge will be as applicable to Large Supply (LS) consumers in such cases.
- (2) A CPP which is not a consumer of the PSPCL but seeks to avail of Standby and Startup Power will be governed by the following terms & conditions :-
 - (a) Electricity for Standby and Startup will be provided by the PSPCL only during startup at the commissioning stage or during planned/forced outages. Such supply will not exceed 15% of the rated capacity of the CPP.
 - (b) The tariff for Standby and Startup Power will be as is applicable to LS (General Industry) consumers.
 - (c) When the maximum demand of a CPP in a month exceeds the agreed requirement, it will be liable to pay penalty on the excess demand equivalent to demand surcharge as applicable to LS consumers.
 - (d) A CPP seeking Standby and Startup Power will pay @ Rs 20/- per KVA per month as commitment charges to be adjusted against the bill for electricity drawal.
 - (e) The CPP and the PSPCL will sign an agreement for meeting the requirement of Standby and Startup Power incorporating the above terms & conditions.

5. Sale of surplus Firm Power to a PSPCL

(1) Contract for sale of Firm Power

A CPP seeking to sell power to a PSPCL will enter into a contract with the PSPCL on mutually agreed terms & conditions for sale of Firm Power.

(2) Billing

(a) Metering

Metering point will be on the high voltage side of the step up transformer in the CPP premises. Meters, metering procedures, type of meter and its testing etc. will be as per the State Grid Code notified by the Commission.

(b) Payment

Based on the energy account prepared by the SLDC, a CPP will raise bill(s) at the end of each billing cycle for electricity actually injected after accounting for energy drawal, if any, from the PSPCL. Other charges such as meter rentals, commitment charges, Open Access charges payable to the PSPCL, etc. will also be taken into account while preparing the bills. Payment of such bills will be effected by a PSPCL in the same period as is applicable to LS consumers of the PSPCL. The PSPCL will be liable to pay surcharge in case of delayed payments at the rate as applicable to LS consumers.

In case the amount payable by the PSPCL for purchase of power is less than the total charges payable by the CPP, then the CPP will pay the net amount within the same period as applicable to LS consumers of the PSPCL. CPP will also be liable to pay surcharge for delayed payments at the rate applicable to LS consumers.

(3) Reactive Power Injection

The CPP will inject reactive power which will not be less than 62% of the active energy to be supplied to the grid. Any shortfall in the injection of reactive energy will be charged as per rates approved by CERC.

(4) Purchase of Power

Power from a CPP will be purchased as and when it is generated and the merit order will not be applicable in such a case.

(5) SLDC Fee and Charges

A CPP will pay SLDC fee and charges as may be specified by the Commission.

(6) Monthly Minimum Charges (MMC)

(a) A CPP which is a consumer of a PSPCL will be liable to pay MMC as per the relevant Schedule of Tariff.

(b) A CPP to which the Conditions of Supply of a PSPCL are applicable will be entitled to avail of the benefit of deemed sale when:

(i) the difference between actual captive generation (after deducting auxiliary consumption and power injected into the grid, if any) and power drawn from the PSPCL during any billing period exceeds the energy equivalent of MMC; and

(ii) drawal of electricity from the grid of the PSPCL is less than the energy equivalent of MMC.

Entitlement to deemed sale will be the difference between the energy equivalent of MMC and the electricity drawn from the grid of the PSPCL.

6. Sale to a Third Party

A CPP may sell electricity to a third party which is a consumer of the PSPCL subject to compliance with the Open Access Regulations notified by the Commission. The State Transmission Utility and the PSPCL will facilitate such third party sale.

7. Tariff**(1) Sale of Firm Power**

Tariff for sale of power from a CPP to a PSPCL will be equivalent to tariff rates applicable to LS (General Category) consumers. These rates will be applicable when power is supplied for a period of up to five years.

For a period beyond five years, power will be purchased through competitive bidding process.

(2) Sale of Infirm Power

Infirm Power will be paid for by the PSPCL at UI rates notified by the Central Electricity Regulatory Commission.

8. Banking of Energy:**(1) For NRSE based CPPs**

Banking of Energy will be permitted as per the NRSE policy, 2006 notified by the Govt. of Punjab.

(2) **For Other CPPs**

The facility of banking will be provided free of cost by a PSPCL. However, the banked energy will be permitted to be drawn subject to the condition that:

- it will be drawn within one year from the date of banking failing which the PSPCL will effect payment therefor to the CPP in accordance with Reg. 5(2) above.
- it will not be drawn during the peak load hours.

Energy accounts of all banking transactions will be maintained by the SLDC.

125. OTHER GENERAL CONDITIONS:

125.1 General Conditions for NRSE / CPP Plant as provided in condition no. 45.3 of COS shall be applicable as given below: -

- (a) All NRSE/CPP plants will pay one time processing & permission fee in case the plant is to be run in parallel with the State Grid. The fee payable will be as specified in the Schedule of General Charges and will be non refundable.
- (b) In the case of a CPP/NRSE plant selling power to the PSPCL, the permission fee will be determined by excluding the capacity contracted for sale of power to the PSPCL from the total capacity of the CPP/NRSE plant.
- (c) In a case a CPP/NRSE plant is found to be running in parallel with the PSPCL's system without permission, it will be liable to pay double the permission fee alongwith compensation to the PSPCL for damage, if any, caused to the PSPCL's system.
- (d) (i) A Captive power plant owner who is not a consumer of the PSPCL may, on request, be permitted to run the CPP in parallel with the PSPCL's system subject to compliance of conditions at (a) & (b) above.
(ii) Such CPP will be entitled to avail of stand by and start up supply upto 15% of the rated plant capacity at the rates and terms & conditions specified in Regulation 4 of the PSERC (Harnessing of Captive Power Generation) Regulations, 2009.
- (e) The PSPCL will permit parallel operation of a CPP/NRSE plant if it meets with the criteria specified in the PSERC (Harnessing of Captive Power Generation) Regulations, 2009.
- (f) The minimum voltage level (depending upon nearest grid sub station) for interfacing with State Grid will be :-

Sr. No	Quantum of power injected into/drawn from the grid	Voltage
(i)	Upto 2500 KVA	11 KV
(ii)	More than 2500 KVA and upto 20 MVA	33 KV/66 KV
(iii)	More than 20 MVA	132 KV/220 KV

- (g) A CPP/NRSE plant will obtain the clearance of the Punjab Pollution Control Board and the Chief Electrical Inspector to set up/operate the plant.
- (h) Wheeling of energy through the PSPCL's transmission and distribution system will be allowed subject to payment of transmission/wheeling and other charges as per Open Access Regulations notified by the Commission.
- (i) A CPP/NRSE plant may sell power to the PSPCL on terms and conditions as mutually agreed upon by both the parties.
- (j) A CPP which is a consumer of the PSPCL or a consumer purchasing electricity from a CPP will be allowed to reduce its load/Contract Demand in accordance with Condition no. 25 of COS.

- 125.2 Where no sale of power is involved Commercial Organization shall give consent / sanction for installation and running of co-generation/CPP / NRSE plant in parallel with PSPCL's system after obtaining technical feasibility report from CE/PP&R.
- 125.3 In case of IPP / NRSE plants with parallel operation, detailed agreement shall be signed by CE/PP & R after obtaining approval of Competent Authority.
- 125.4 Individual proposals regarding banking of power if offered by a party shall be allowed by CE/PP&R after obtaining approval of Competent Authority.
- 125.5 As per provisions of Sec. 9 & 42 of the Act, the PSPCL shall provide open access to the CPP owners for wheeling their energy to the point of their own use, subject to compliance of Open Access Regulations notified by the Commission:
- 125.6 For entering into Power Purchase Agreement (PPA) and imposition of conditions regarding synchronization / inter-flow of energy competent authority shall be as under:-

i)	CPP/Co-generation /IPP / NRSE Plants (Short Term PPA)-	CE / PP&R
ii)	CPP/Co-generation/ IPP / NRSE Plants (Long Term PPA)-	CE / PP&R after approval of Competent Authority.

- 125.7 Undertakings:

An undertaking by the authorized person of the firm / company on Rs.100/- (Non-Judicial Stamp paper) shall be submitted to the effect that the firm / company agree to the conditions of co-generation / NRSE/ CPP policy of the PSPCL alongwith copy of resolution authorizing the person concerned to interact with PSPCL for installation of plant. Only authorized signatory shall sign the documents and undertakings etc.

(SECTION – X)**PEAK LOAD HOURS RESTRICTIONS-- LEVY OF PEAK LOAD EXEMPTION CHARGES:****131. EXEMPTION FROM PEAK LOAD HOURS RESTRICTIONS – LEVY OF PEAK LOAD EXEMPTION CHARGES:**

131.1 MS and LS consumers except essential services may be required to observe peak load hours restrictions. The PSPCL may, with the prior approval of the Commission, also impose such restrictions on other categories of consumers. The duration of peak load restrictions will not be for more than 3 hours in the evening between 6 p.m. and 10 p.m. The PSPCL will not increase the duration of peak load hours restrictions without prior approval of the Commission. Any change of timing or duration of the peak load hours restrictions will be intimated to the consumers well in advance through a public notice.

131.2 The entitlement of a consumer to run a part of connected load/Contract Demand (converted into load in KW) called restricted load without payment of additional charges will be worked out as under:-

- a) MS consumers with connected load of 50 KW or above: 10% of the connected load.
- b) LS consumers (other than Arc/Induction Furnaces) : 10% of sanctioned Contract Demand or 50 KW, whichever is less.
- c) Induction furnace consumers : 5% of sanctioned Contract Demand or 50 KW per furnace, whichever is less.
- d) Arc furnace consumers: 5% of sanctioned Contract Demand.

However, a consumer will be entitled to seek permission from the PSPCL to use higher load during peak load hours on payment of additional charges as approved by the Commission.

131.3 Peak Load Exemption to MS and LS consumers may be allowed on the consumer's request subject to availability of power as below:-

- i) Peak Load exemption to MS consumers shall be granted by SEs/Dy.CEs/DS In case of M.S consumers charges will be leviable @ Rs.100/- per KW or part thereof per month of sanctioned load in addition to the normal electricity bill.
- ii) Peak Load Exemption of more than 100KW shall be granted to Large Supply consumers by CE / PP&R. In case of LS Consumers, charges will be leviable @ 120/- per KW of permitted load less restricted load per month if the permitted load during peak hours is up to 100 KW. If the permitted load exceeds 100 KW, charges will be calculated on the load permitted less restricted load for peak hours @ Rs.1.80 per KW per hour up to 65% of Contract Demand and Rs. 2.70 per KW per hour for exemption allowed beyond 65% of Contract Demand. PLEC charges will be calculated for a minimum of 3 hours per day. These charges will be over and above the normal electricity bill.
- iii) The increase/decrease in Peak Load Exemption shall be allowed by Chief Engineer / PP&R and withdrawal of PLE shall be allowed by the authority which originally sanctioned the PLE, on request of consumer.
- iv) To have uniformity, Peak Load Exemptions to be granted by Dy.CE/SE (DS) or by the office of Chief Engineer / PP&R will be granted for the period as per the request of the consumer.
 - a) Peak load hours exemption allowed to any consumer will not be curtailed or withdrawn by the PSPCL. However, the PSPCL may, in extra ordinary circumstances curtail or withdraw peak load hours

exemption granted to a group of consumers and submit a report to the Commission within 48 hours of such withdrawal indicating the circumstances that warranted such action.

- b) A consumer availing exemption of peak load hours restrictions will pay Peak Load Exemption Charges (PLEC) at rates specified in the Tariff Order over and above the normal tariff payable. Peak Load Exemption Charges presently applicable are as per rates given in Annexure-20 of COS.
 - v) If a consumer wants to withdraw / reduce / enhance Peak Load Exemption, he may make a direct request to the office, which originally sanctioned Peak Load Exemption, along with a copy of last sanction letter & latest energy bill at advance notice of one month. Concerned office will ensure that requisite permission as per consumer request is issued at the earliest, maximum within one month from the date of receipt of letter.
 - vi) Deleted
 - vii) Deleted
 - viii) Chief Engineer/ PP&R office will grant quantum of Peak Load Exemptions indicating effective period only and will not give calculations of rate of Peak Load Exemption Charges. On account of Computerized Billing, already available software shall work out applicable Peak Load Exemption Charges as per the latest sanctioned contract demand available with concerned CBC Cell & Energy Bill may be prepared accordingly. In case of revision of contract demand, revised rates of P.L.E. charges shall be computed by CBC Cell (through computer software) and made applicable from the effective date of enhancement/reduction of contract demand.
 - ix) The Peak Load Exemption allowed to any consumer will not entitle him to claim it as a matter of right since Peak Load Exemption can be withdrawn by the PSPCL completely/partially keeping in view the system constraints / power availability during peak load exemption period.
- 131.4 The General/Essential Industries availing Peak Load Exemption and fulfilling certain other conditions given below can be considered for grant of continuous Process Status (Category-IV) by Chief Engineer/ PP&R.
- i) In case of general Industry the manufacturing Process of the consumer should be continuous in nature (The manufacturing process of the firm shall be considered as continuous in nature, if the material under process get permanently damaged/loose quality in case of power failure & consumer has DG sets as fall back arrangement).
 - ii) The supply of the consumer shall be fed through an Independent feeder erected at the cost of consumer as per provisions of COS No. 47.
 - iii) The consumer shall **be allowed** Peak Load Exemption **if he agrees** to pay Peak Load Exemption Charges over & above the normal tariff as applicable from time to time.
 - iv) The competency to grant Continuous Process Industry Status to General Industry shall be with the committee consisting of Director/ Distribution (as Chairman of the Committee), CE/ PP&R and concerned CE/ Distribution or his representative as Members and SE/PR&C as Member Secretary. The request of firm for grant of Continuous Process Status to a general industry shall be considered if the Industry fulfills the above conditions.
 - v) The Essential industries i.e. Fertilizer Plants (except N.F.L. Bathinda and N.F.L. Nangal (New)), Gas Plants, Sugar Mills, Vanaspati Mills, Milk Plants, Milk Processing Plants, Malt Processing Plants, Breweries & Distilleries, Roller Flour Mills, Railway Workshops, Oil Depots/L.P.G. Depots, Drugs & Pharmaceuticals Units, Environment Treatment Plants (E.T.P. Plants) /Pollution Control Equipment, fulfilling conditions mentioned in (ii) & (iii)

above may be considered for grant of Continuous Process Status. The competency to allow the status of Continuous Process Industry in this case also shall lie with the authority mentioned in (iv) above.

131.5 Granting sanction of Independent feeder to Essential Industries/Essential Services and Continuous Process Industries :-

The Essential Industries/Essential Services and having Sanctioned Contract Demand less than 500 KVA shall be granted sanction of Independent feeder by the office of CE/PP&R with the approval of Director/Distribution for which case shall be sent to CE/ PP&R by concerned CE/DS along with his recommendations. However, the sanction to grant Independent feeder to Essential Industries/Essential Services Consumers having contract demand more than 500 KVA shall be granted by concerned CE/DS under intimation to CE/ PP&R.

131.6 Privately managed Commercial Heart Care, MRI & CT Scan units with minimum load of 100 KW shall be given supply on the Pattern of Essential Services. The cases for such privately managed units who want Power Cut exemption on the pattern of "Essential Services" may be sent to the office of CE/ PP&R through concerned CE/DS, along with his recommendations, for taking further necessary action in the matter. However such consumers shall be liable to pay 25% extra tariff.

131.7 The existing Industrial units (except Induction and Arc furnace consumers) located in the Goindwal Nucleus Industrial Complex, which up to 31.12.2010 were in Operation for less than 5 Years will be exempted from Peak Load Hour Restrictions and compulsory weekly off day (if imposed) till they complete 5 years of their operation.

New Industrial Unit (except Induction and Arc furnace consumers) coming in Goindwal Nucleus Industrial Complex after 1.6.07 will be exempted from Peak Load Hours Restrictions and compulsory weekly off day (if imposed) for a period of 5 years or up to 31.12.2015 whichever is earlier.

132 PENALTY FOR NON COMPLIANCE OF PEAK LOAD HOURS RESTRICTIONS BY CONSUMERS

132.1 The penalty for violation of Peak Load Hours Restrictions on consumers on whose premises Electronic Energy Meters have been installed shall be as per sub clauses given below:-

- i) Rs. 50/- per KW of the maximum load used in excess of the Peak Load Exemption Limit per day of first default in a block of 2 months and Rs. 100/- per KW in the 2nd block of 2 months immediately after the first default block.
- ii) If the default occurs either during the first 'half hour' or the last 'half hour' of Peak Load Hours Restrictions period on any day, the penalty will be levied at half the rate. If, however, the default occurs both during first 'half hour' as well as last 'half hour' of Peak Load Hours Restrictions period, the penalty shall be levied at full rate.
- iii) If there is no default in any time block of two months, the next time block in which a default occurs will be treated as the 'First Time Block' and penalty levied accordingly.

132.2 Regulatory measures are not being observed by some consumers which leads to overloading of the system and subsequent trippings / breakdowns causing avoidable inconvenience to the general public. In order to enforce discipline amongst consumers , the connections of such consumers violating peak load restrictions / weekly off days and where MDI exceeds by 25% of the sanctioned contract demand shall be disconnected for the period specified below: -

- a) LS consumers not observing peak load restrictions / weekly off days or exceeding MDI by 25% of the sanctioned contract demand: -
 - i) First violation One Day
 - ii) Second violation Three days
 - iii) Third violation Seven Days

- b) MS / SP consumers not observing weekly off days: -
 - i) First violation One Day
 - ii) Second violation Three days
 - iii) Third violation Seven Days
- c) If the violation during peak load restrictions hour in load by LS consumer is more than 10% of the permitted load (KVA), only then connection shall be disconnected.

132.3 While working out violation of peak load hour restrictions, any difference in the meter clock and Indian Standard Time (IST) will be taken into account and adjusted before levy of penalty.

- i) In cases, where there is drift in the Real Time Clock (RTC) of the meter viz-a-viz IST the levy of penalty is disputed by the consumers on the plea that they had observed the restrictions/weekly off day as per IST, such cases shall be dealt as under: -
 - a) While taking the DDL, MMTS officers must record the drift, if any in the RTC viz-a-viz IST.
 - b) All consumers may be requested to observe peak load hour restrictions/weekly off day as per RTC provided the drift in the RTC viz-a-viz IST is upto + 20 minutes. The instructions in this regard may be got noted by the field office from each consumer in writing and a permanent record of the same may be maintained in the consumer case to avoid any litigation at a later stage.
 - c) In case, the drift is more than + 20 minutes, then immediate action may be taken to get the meter replaced and till such time the meter is replaced, the consumer may observe the PLHR/weekly off day as per IST otherwise the very purpose of PLHR will be defeated. However, consumer must ensure that he observes the peak load hour restrictions for minimum three hours and weekly off day for complete 24 hours as per IST otherwise penalty as per existing instructions will be leviable.
 - d) It may be ensured by MMTS and Distribution Organization that peak load hours restrictions/weekly off day violations, if any, as per DDL are intimated to the consumers promptly, but in any case before the due date for second DDL. However, In case of any delay, the responsibility may be fixed by the Chief Engineer/ Enforcement/concerned CE/DS and suitable action may be initiated against the delinquent officers/officials to avoid disputes on this account.

133. FAILURE OF SUPPLY AND INTIMATION OF SHUT DOWN:

- 133.1 The PSPCL shall take all reasonable precautions to ensure continuity of supply of power to the consumer but shall not be responsible for any loss to him or damage to his plant and equipment due to interruptions in supply power owing to damage to the PSPCL's plant, equipment and supply system and for reasons including but not limited to war, mutiny, riot, earthquake, cyclone, tempest, strike, civil commotion, lock out, lightning, fire, flood, accident or break down of plant and machinery or causes beyond control of the PSPCL. The PSPCL shall give intimation as early as possible of the probable duration of such interruptions in supply of power to the consumer.
- 133.2 The PSPCL reserves the right to curtail, stagger or cut off the supply of electricity altogether if the power position or any other emergency warrants such a course of action. The PSPCL will endeavor to notify such restrictions as early as possible.
- 133.3 The PSPCL shall always be entitled for reasons of testing or maintenance or any other cause for efficient working of the supply system to temporarily discontinue the supply for such periods as may be necessary subject always to notice being given in this behalf, with the object of causing inconvenience to the consumer.

- 133.4 Whenever it is found necessary to shut down either a section or the whole of the supply system, an intimation shall invariably be given to the consumers, particularly to the important ones, in form CS-17.
- 133.5 General consumers shall be notified through public announcements the beat of drum, if considered necessary, besides notifying about the shut down on the notice PSPCL outside the complaint offices.
- 133.6 In the event of scheduled shut down affecting supply to important locality or a number of towns/villages, a prior intimation shall also be sent to the Public Relations officer of the PSPCL for getting the same broadcast over the AIR/Doordarshan and for publishing in newspapers for the information of public. Press release may also be issued through local and regional newspapers.
- 133.7 Intimation to the consumers is sent just to avoid inconvenience to them. Although PSPCL is not responsible for any inconvenience or loss caused to any consumer in the event of non-receipt of such intimation yet efforts shall be made to carry out the provisions of the preceding paras.

(SECTION-XI) MISCELLANEOUS REGULATIONS

141. SUPPLY OF ELECTRICITY TO PSPCL/ PSTCL EMPLOYEES FOR RESIDENTIAL PURPOSE:

- 141.1 Like all other applicants the PSPCL's employees have to apply for connection on the prescribed application form to the sub-division/sub-office of the PSPCL/PSTCL. After observing the requisite formalities, the connection shall be allowed on priority basis.
- 141.2 While vacating the residential quarter it is the duty of the concerned employee that the electric connection standing in his name is got disconnected, otherwise he will be personally responsible to pay for the electric energy consumed through the same meter by the subsequent occupant. Wherever the subsequent occupant happens to be a PSPCL/PSTCL employee, he(the new occupant) shall also ensure immediately after taking possession of the house(if the connection has not been disconnected) to get the change of name effected in his name.
- 141.3 AE/AEE/XEN (DS) may use his discretion to exempt the PSPCL /PSTCL employee from depositing initial security and security meter against one connection under domestic category.

142. BILLING AND RECORD OF ENERGY CONSUMED IN PSPCL / PSTCL OFFICES/WORKS:

- 142.1 In case of PSPCL's/PSTCL's works whether carried out departmentally or through contractor a connection shall be obtained by the concerned PSPCL office in its own name and shall invariably be given metered supply so as to account for the energy consumption and the revenue thereof.
- 142.2 PSPCL/PSTCL offices shall be treated at par with other consumers so far as the application of commercial policies are concerned. The electric connections of offices and works of the PSPCL/PSTCL need to be checked by various operational officials and officers as also by vigilance and enforcement staff.
- 142.3 Whenever any of the PSPCL/PSTCL office wants an electric connection for office use or for use on works an application on form CS-1, as the case may be, shall be made. The application shall be signed in the case of a sub-office, by the AAE Incharge or AE/AEE/XEN in case of a sub-division by the Sr.XEN/ASE/SE/CE or any of his subordinate officers for divisional/ circle/CE's office. In short connection shall be applied by the officer Incharge of the office or an officer subordinate to him but not below the rank of AE or any equivalent rank. In case of departmental connections there will be no necessity of depositing initial security / security meter and the signature of the officer/official making the application are not required to be attested by any witness. However, the applicant will put his official designation stamp under his signatures.
- 142.4 On the receipt of the application the estimate shall be framed and got sanctioned most expeditiously from the concerned authorities. In this case the formalities of issuing a demand notice or asking for a test report need not be observed and service connection orders may straightway issued after the estimate has been sanctioned. The revenue Accountant/Assistant Revenue Accountant will allot the account no. so that billing maybe done immediately after the connection has been released. As in the case of other consumers meters installed in the office as well as on PSPCL/PSTCL works will be duly sealed by the concerned officer/official and in the event of seals being found non-existing, sealing charges as provided in the schedule of General Charges will be recoverable.
- 142.5 Schedule' NRS-Non Residential Supply" of tariff shall be applicable to all the PSPCL offices. The tariff applicable to the PSPCL/PSTCL works whether carried out departmentally or through contractors shall be the relevant industrial tariff (as applicable to permanent connection) depending upon the connected load. The

revenue shall be assessed and realized as per procedure laid down for other consumers. PSTCL shall pay its bill like any other consumer. The payment of the bills for the PSPCL's offices and works shall be adjusted through transfer entries as per the usual practice according to Commercial Accounting Procedure. The electricity consumed in the rest house/guest house/shelter huts shall be booked to the maintenance of the concerned rest house/guest house etc.

- 142.6 Electricity consumed in the offices/works will be duly accounted for, but the revenue realized on this score will not be the real revenue earned by PSPCL. It is, therefore, essential that while sending the revenue statements, the amount of realization and the number of units consumed on PSPCL offices/works may be separately indicated so that a record of the consumption and revenue involved may be separately kept and the actual revenue realised is computed.
- 142.7 In case of such offices where the buildings have been taken on hire and the connection is in the name of the land lord/lady, the officer Incharge of such offices shall inform the AE/AEE/XEN (DS) accordingly. Regular bills shall continue to be raised and the office utilizing the private building shall make the payment in cash/by cheque till such time the building remains under the possession of PSPCL / PSTCL.
- 142.8 **Connection on PSPCL / PSTCL works in the name of Contractors:** In such cases where works are being got carried out through contractors and energy is to be consumed on such works, connections shall be released in the name of the contractor and the bill shall also be sent to the contractor. In the event of non-payment of the bill a 10 days notice shall be given to the concerned AE/AEE/XEN under whom the work is being carried out. In case the concerned AE.AEE/XEN is unable to get the payment made from the contractor, the connection maybe disconnected and the outstanding amount recovered from the security deposited by the contractor.

143 ELECTRICITY CONCESSION TO PSPCL's / PSTCL's EMPLOYEES:

- 143.1 Like other consumers Schedule 'DS' is applicable to PSPCL's employees but as a matter of concession, all employees irrespective of their posting shall be allowed free electricity for domestic use up to the extent of units notified by the PSPCL from time to time.
- 143.2 The units of free electricity concession to respective categories of employees shall first be deducted from the total consumption and the remaining units shall be billed as per tariff applicable.
- 143.3 Electricity duty and octroi shall continue to be charged from the employees as heretofore unless its levy is exempted by the State Govt.
- 143.4 The above concessions shall only be applicable in the following cases:-
- i) If the connection of the house in which the PSPCL/PSTCL employee resides is held in his name and he is the sole occupant of the premises.
 - ii) In case the connection stands in the name of some one else(say landlord) but is occupied solely by the PSPCL's/PSTCL's employee, he shall be allowed the benefit of concession after obtaining a half yearly certificate from the employee that he is residing in the premises and the energy has been consumed by him.
 - iii) Where the connection is in the name of some body else but the house is shared by the employee(say with the landlord or some tenant) or vice-versa, concession shall be allowed to the PSPCL's/PSTCL employee after obtaining a half yearly certificate that he is residing there.
 - iv) Where two or more than two employees are sharing the same residence and are using electricity from the same meter, the units of electricity concession shall be compounded and deducted from the total consumption and billing will be done for the remaining units as per tariff applicable. The concerned employees shall submit the following certificate:-

"Certified that I am sharing the concession__ _ __ alongwith_____designation and office address_____ from account number_____. I have not claimed this benefit at any other place."

- v) The Concessional rate may be allowed to the employee irrespective of his place of duty as the families of many employees maybe living at stations other than the station of posting. The head of the office/section shall issue a certificate to the effect that the concerned employee has not availed the concession at the place of duty. The following certificate may be obtained from such an employee.
"Certified that I/my family is residing at_____where I am claiming the benefit of supply of electricity at concessional rate and I have not claimed this benefit at any other place."
- vi) If the employee is claiming elec. concession at the station of his duty, he shall give a declaration that he has not claimed this concession at the place where his family is residing or any place other than the station of posting.
- vii) Supply at concessional rate maybe allowed to the work charged staff, who have a continuous service of atleast one year.
- viii) The concession of free electricity shall also be available to other employees, who have put in one-year service. As such concession of free electricity applicable to the regular staff, the notional break after 6 months will not be counted as break in service.
- ix) The concession of free elec. shall not be admissible to the contingent staff.
- x) If the PSPCL employee is residing with his father, brother etc. under joint family system and a concessional supply is claimed by him, the concession will be allowed and units of free electricity concession shall be deducted from the total consumption and remaining units shall be billed as per tariff applicable.
- xi) Irrigation Branch employees working at the power project sites viz Hydell-UBDC, Pathankot, Anandpur Sahib Hydell Project under Hydell administration and staff on deputation from outside the PSPCL and serving the PSPCL as long as they remain on deputation with the PSPCL, shall also be eligible for electricity concession like any other employee. Staff on deputation or deemed to be on deputation shall furnish half yearly certificates that he/she is on deputation or employed on PSPCL projects.

143.5 **PSPCL Employees residing outside the State:** This concession shall also be available to the officers/officials employed in areas not covered under the PSPCL's supply system. They will be paid admissible concession in cash alongwith their salaries subject to production of certificate by them that their monthly consumption is not less than that prescribed. Provided further that they are not in receipt of any deputation allowance/pay or special pay from the organization under which they may be serving on deputation.

143.6 **Quantum of free electricity to employees posted at Shanar/ Joginder Nagar/Brot:** All O&M and construction staff posted at Shanar/Joginder Nagar/Brot are entitled to free electricity as mentioned hereunder:-

8 summer months w.e.f. 16 th March to 14 th Nov. at Joginder Nagar and Brot	4 Winter months w.e.f 15 th Nov. to 15 th March at	
	Joginder Nagar	Brot

SE/Civil Shanar
Construction Circle

300

350

-

RE/XEN/Senior Shift Engineer	250	300	350
Asstt.Resident Engineer	200	250	300
AEE/Head Works Engineer	150	200	250
Shift Engineer/Asstt. Engineer and Control Room Er/Apprentice Engineer	100	150	200
All other employees			

144. PROCEDURE FOR GRANTING FREE ELECTRICITY FOR DOMESTIC SUPPLY TO SC and non SC / BPL(BELOW POWERTY LINE) CONSUMERS FOR LOADS UP TO1000 WATTS:

- 144.1 In order to avail the concession of free electricity upto 100 units per month, a SC/Non SC BPL consumer has to submit the following documents alongwith written request to AE/AEE(DS):-
- i) Certificate issued by SDM/Competent State Authority regarding his being SC or NON SC BPL person.
 - ii) Fresh test report supporting that his connected load is not more than 1000 watts.
- 144.2 The test report submitted by the consumer shall be verified by the concerned JE (DS) within seven days and after verification of test report, necessary instructions shall be sent to the respective computer centre for billing the consumer accordingly. An entry to this effect shall be made in the ledger in red ink. The bill shall be prepared in normal way but no energy charges and ED charges shall be billed / recovered upto 100 units per month. In case the monthly consumption falls below the level of MMC, no MMC shall be levied. Meter rental / MCB rental, Service charges and Octroi will also not be charged upto 100 units per month
- 144.3 This facility shall be granted to the consumer from the date he submits above documents. This concession shall also be admissible to a new consumer belonging to SC/BPL category if his applied load is upto 1000 watts. provided he submits proof of being SC/BPL.
- 144.4 Free electricity concession to a consumer shall be withdrawn in the following circumstances subject to verification by AE/AEE/XEN Incharge Sub-Division/Sr.Xen Incharge division.
- i) The day the consumer gets extension of load and his load exceeds 1000 watts.
 - ii) If the consumer is found utilizing more than 1000 watts load in his premises by DS / Enforcement Staff.
- 144.5 The concession shall not be admissible to that consumer whose present load is more than 1000 watts even if he applied for reduction of load to avail this facility.
- 144.6 SC/ BPL Person, who is a PSPCL employee can avail only one of the two concessions of free electricity i.e. either 100 units per month free electricity to SC or concession as available to PSPCL employee.
- 144.7 Checking misuse of free power
- i) AE/AEE (DS) will be responsible for verification of eligibility of SC or Non-SCBPL DS consumers for free electricity. He shall personally check at least 50% of such connections for genuiness of claim and connected load.
 - ii) To check the consumers who evade policy by getting their connections disconnected where the load is more than 1000 Watts and then apply for

new connection in the same premises with load less than 1000 Watts, the facility in such cases may not be allowed for a period of one year from the release of such connections.

- iii) Surprise / random checking by technical audit / enforcement shall be carried out of such consumers who are availing free supply benefit. AE/AEE/Xen (DS) shall get 100% checking of such connections through his staff.
- iv) The benefit of free power shall be extended only at one place at the bonafide address mentioned in the requisite certificate issued by the competent authority. All consumers shall be required to furnish an affidavit that they are availing free supply of 100 units per month only at one place and in case of default the facility shall be withdrawn immediately with recovery of undue benefit already availed.

145. SUBMISSION OF A COPY OF JUDGEMENT OF A COURT TO THE LEGAL ADVISOR:

145.1 In order that the interest of the PSPCL is not jeopardized by any delay in procuring a copy of the judgement of a court, following procedure shall be adopted.

- i) Normally a copy of the order or judgement shall be obtained immediately on pronouncement and submitted alongwith the opinion by the counsel to the Legal Advisor, who shall look into the case and issue advice to the concerned office for further course of action.
- ii) If the judgment is against the PSPCL it must be ensured that a copy of judgment and decree, if any, is obtained and supplied to legal section within a week from the date of pronouncement without fail so that matter with regard to filing an appeal or a revision application, as the case maybe ,could be decided well within the limitation period available for this purpose.

145.2 Authorisation Of Legal Documents:

Officers named in the succeeding paras are authorized to sign, attest and authenticate any plaint, application, petition, written statement, replication, affidavit and any other legal instrument or document or power of attorney on behalf of PSPCL in connection with legal proceedings by or against the PSPCL pending or to be instituted in Court or before any authority or Tribunal or in any Arbitration proceedings by or on behalf of the PSPCL:-

145.3 Secretary, Deputy Secretaries, under Secretaries of PSPCL generally for all cases arising on behalf of or against PSPCL in any court or Arbitration proceedings within or outside the state.

145.4 All officers not below the rank of a Sr. Executive Engineer/ASE in respect of cases/proceedings arising within their jurisdiction.

145.5 Chief Accounts Officer/Chief Auditor and senior Accounts officers in respect of cases/proceedings arising within their jurisdiction/charge.

146. ENERGY AUDIT FOR INDUSTRIAL UNITS HAVING LOADS EXCEEDING 500 KW:

The Punjab Government vide Notification No.6/40/96-IPE(6) dated 14.10.96 and 6/40/96-IPE(6) 5799 dated 17.3.98 read with Notification No. 6/40/96-IPE(6)19276 dated 5.10.2000 has made energy audit mandatory for all industrial establishments where maximum load exceeds 500 KW.

146.1 All Industrial units consuming Electrical Energy, whose maximum load exceeds 500 KVA shall get Energy Audit conducted for his/her establishment once every from an accredited Energy Auditor in a block of three financial year, one detailed Energy Audit and two basic Energy Audits.

146.2 Energy Audit Report shall be submitted to the Govt by the consumer as well as the Energy Auditor within three months from the close of the financial year i.e. 30th June, of every year so far as use of electrical energy is concerned. Industrialists are also required to submit the energy Audit Report to the office of Director/Energy

Conservation, Shakti Sadan, PSPCL, Patiala. A copy of the report shall also be submitted for further implementation/follow up the recommendations of Energy Auditors to the concerned SE/Op. Failure to submit the report to the Govt. within the Scheduled date will attract such penalty as the Govt. may deem fit.

- i) If for any reason beyond the control of the consumer, the energy audit can be completed within the prescribed time limit, the consumer shall apply to the Pb. Govt. alongwith the reasons and recommendations of the Energy Auditor for extension of the date of submission of the report, up to a maximum period of three months beyond 30th June.
- ii) Upon considering of such application, the Govt. may extend the time limit up to three months.
- iii) Every Energy Audit report shall be accompanied with energy conservation scheme which may be prepared as per following procedure;-
 - a) Calculate energy saving for each equipment/feeder
 - b) Calculate total cost of energy conservation measures and annual savings.
 - c) Evaluate pay back period, return on investment etc.

147. HIRING OF PSPCL POLES FOR LAYING CABLE T.V.NET WORK:

The use of electrical pole for laying cable TV net work by small Cable TV operators shall be allowed as per following terms and conditions:-

147.1 Category-I for hiring minimum 1000 Poles:

- i. The rental charges for hiring minimum 1000 Poles for the period from 1.4.2008 to onward shall be Rs.150/- per pole per annum.
- ii. Operators shall have to pay for a minimum of 100 poles and in multiples of 25 poles thereafter. For misuse of any No. of poles in excess of permitted limit as per approved sketch, the operator will be required to additional rental charges for minimum 25 poles or in multiples of 25 Nos. for the entire year of agreement and his agreement shall stand automatically amended for the revised no. of poles for future.
- iii. The authority to sign the agreement with small Cable Operators on behalf of PSPCL shall be concerned SE/Op (DS).In case area of cable operator falls under more than one circle, then the concerned CE/Op (DS). shall sign the agreement.

147.2 Category-II for hiring less than 1000 Poles:

- i) The rental charges for hiring PSPCL Poles less than 1000 poles shall be Rs.150/- per pole/annum.
- ii) The operator shall pay for a minimum 25 poles and in multiple of 10 poles thereafter.
- iii) The agreement will be entered into by Sr.Xen or Addl.SE/Incharge under whom the area happens to fall. If the area falls under more than one circle, the agreement will be entered into by an officer nominated by the Chief Engineer/ Incharge of the Zone under whom the area falls.
- iv) Small Cable Operators shall have the option to form an association and in case the association of small operators can utilize more than 1000 poles they will be considered under Category-I and the agreement will be signed by the association & not individual operators.

147.3 Common Conditions:-

- i) The permission to use PSPCL Poles by any Cable Operator shall not be exclusive in nature i.e. one pole can be used by any number of operators depending upon site conditions as well as strength of the pole and PSPCL shall charge full rental charges from each Operator.

- ii) Each and every shall have to sign the standard Agreement format of which is given at the end of this regulation.
- iii) There shall be proper identification e.g. metallic tags etc. on the cables of the operators at each pole. Lack of proper identification mark on cable will involve removal of cables as well as attract penal action for unauthorized use against Cable Operators. No Unauthorized persons shall be allowed to use the PSPCL Poles.

147.4 Penalties:-

In the event of an operator who has already entered into an agreement actually uses more number of poles than for which the agreement has been entered into or an operator who has not entered into any agreement with PSPCL but uses poles for cable laying shall pay @ Rs.300/- per pole as penalty for a minimum of 25 poles and thereafter in multiple of 10 poles. This penalty will be applicable both for category-I and Category-II of the operators. Officer Incharge will ensure the removal of cables immediately on detection of misuse. In such cases where the operator is using poles and has not entered into an agreement will be asked to either discontinue using in future or will be asked to enter into an agreement with the PSPCL by paying the charges as per Category-I or II as applicable. All cases of misuse detected shall be decided on above lines.

148 MANNER OF DELIVERY OF NOTICE, ORDER OR DOCUMENT.

Government of Punjab vide its notification no. 1/78 /04-EB (PR)/565 dt. 25/8/2009 has notified the rules to prescribed manner for serving the order of provisional assessment and means delivery of notice, order or document.

Manner of delivery of notice, order or document- Every notice, order of document, by or under the Act required or authorized to be addressed to any person, shall be delivered to the person concerned in the following manner: namely:-

- (a) by delivery through registered post with acknowledgement due or through courier: or
- (b) by affixing at the conspicuous place of the premises where he ordinarily resides or carries on business in the presence of two witnesses, if there is no person in the premises to whom it can be served or if such person refuses to accept or otherwise evades the service: or
- (c) by publication in the newspaper having circulation in the area of the person concerned where he ordinarily resides or at the last place of his residence or business, as the case may be: or
- (d) by fax or e-mail to owners of industrial units only

.....**END**.....

APPENDIX-I

**(Schedule of general
charges/service
connection charges)**

SCHEDULE OF GENERAL CHARGES

Sr. No.	Description	Amount of Charges
1.1	Meter Inspection and Testing if the correctness of a Meter is challenged by the Consumer.(Single Phase)	- Rs.120/-
1.2	Meter Inspection and Testing if the correctness of a Meter is challenged by the Consumer.	
1.2.1	Polyphase, whole current i.e. without CTs	- Rs.450/-
1.2.2	LT Meter with CTs	- Rs.1200/-
1.2.3	HT & EHT metering equipment	- Rs.2400/-
<p>Note : If the challenged meter is found to be incorrect, the credit of these charges will be given to the consumer otherwise those will be forfeited.</p>		
2.	Changing the position of a Meter on the request of a Consumer in the same premises when no additional material is required.	
2.1	Single Phase	- Rs.225/-
2.2	Poly phase, whole current i.e. without CTs	- Rs.450/-
2.3	LT Meter with CTs	- Rs.900/-
2.4	HT & EHT metering equipment	- Rs.2400/-
3.	Resealing charges irrespective of the number of seals involved against each item below and where seals are found to have been broken by the Consumer.	
3.1	Meter Cupboard	- Rs.50/-
3.2	Cut-out where it exists independently	- Rs.50/-
3.3	Meter cover/meter terminal cover(Single Phase)	- Rs.150/-
3.4	Meter Cover/meter terminal cover(Three Phase)	- Rs.375/-
3.5	Maximum Demand Indicator/CT Chamber	- Rs.900/-
3.6	Time Switches	- Rs.900/-
3.7	Where fake seals or tampered seals are detected and cover can be opened and actual consumption recorded leads to the conclusion that consumer has been indulging in theft of energy, the consumer shall be asked to pay assessment amount as per instructions applicable to theft cases. The cost of meters shall also be recoverable.	
4.	Meter Rentals in Rupees per month	
4.1	Single Phase E/M Meter	- Rs.11/-
4.2	Single Phase Electronic Meter	- Rs. 5/-
4.3	Poly Phase Electronic / Static Meter 3x10-40 A	- Rs. 11/-
4.4	Three Phase LT CTs	Rs. 17/-
4.5	LT CT operated Solid State/ Electronic meters/TPT meters (without CTs)	- Rs. 72/-
4.6	Solid State / Electronic HT TPT metering equipment (without CT/PT units)	- Rs. 88/-
4.7	11 KV combined CT/PT Unit (10/5A to 50/5A)	- Rs. 467/-
4.8	Other LT/HT Poly-phase meters/metering equipment not covered under item 4.1 to 4.7 above	@ 1.6 paise per rupee cost of the meter/ metering equipment
5.	MCB Rentals in Rupees per month	
5.1	Single phase LT meter MCB	- Rs.5/-
5.2	3 phase LT meter (Whole current and CT operated) MCB	- Rs.9/-
5.3	LT 3 phase CT operated TPT meter Cubicle	- Rs.9/-

- | | | | |
|-----|--|---|-------------------------------------|
| 5.4 | Cubicle /chamber for polyphase LT CTs | - | Rs.18/- |
| 5.5 | Other chambers not covered under item 5.1 to 5.4 | | 1.6 paise per rupee cost of chamber |
6. Reconnection Fee
- 6.1 Reconnecting/connecting the premises of any consumer who was previously disconnected on account of breach of his agreement with the PSPCL or of any other provisions of the Act as may be relevant.**
All categories:-
- | | | | |
|-------|----------------------------|---|----------|
| 6.1.1 | Single Phase Service | - | Rs.120/- |
| 6.1.2 | Three Phase LT Service | - | Rs.150/- |
| 6.1.3 | Three Phase HT/EHT service | - | Rs.250/- |
- 6.2 Reconnecting vacant premises on the request of the consumer in case the service line is existing**
- All categories:-
- | | | | |
|-------|----------------------------|---|----------|
| 6.2.1 | Single Phase | - | Rs.120/- |
| 6.2.2 | Three Phase LT Service | - | Rs.150/- |
| 6.2.3 | Three Phase HT/EHT service | - | Rs.250/- |
- (In case of PSPCL's colonies no reconnection fee shall be charged for reconnection)
7. Service Charges per Month
- | | | | |
|------------|--|-----------------------|-----------|
| 7.1 | General Supply (DS/NRS) | Dome-
stic | RS |
| 7.1.1 | Single phase | Rs. 5/- | Rs.5/- |
| 7.1.2 | Three Phase up to 20 KW | Rs.10/- | Rs.25/- |
| 7.1.3 | Three Phase above 20 KW | Rs.20/- | Rs.45/- |
| 7.2 | Industrial /BS/R.T./Street Lighting | | |
| 7.2.1 | Up to 20 KW | - | Rs.20/- |
| 7.2.2 | Above 20 KW and up to 100 KW | - | Rs.75/- |
| 7.2.3 | Above 100 KW and up to 500 KW | - | Rs.150/- |
| 7.2.4 | Above 500 KW | - | Rs.450/- |
| 7.3 | AP consumers | - | Rs. 6/- |
8. Testing Consumers Installation
- 8.1 For first test of a new installation or of an extension of existing installation if the installation is found to be not defective** - Nil
- 8.2 For first or subsequent test of new installation or of an existing installations if it is found to be defective.**
- | | | | |
|-------|------------------------------|---|----------|
| 8.2.1 | Singe Phase(DS/NRS./SP) | - | Rs.150/- |
| 8.2.2 | Three Phase (DS/NRS/SP/AP) | - | Rs.200/- |
| 8.2.3 | MS/BS(Loads up to 100 KW) | - | Rs.300/- |
| 8.2.4 | LS/BS/RT(Loads above 100 KW) | - | Rs.500/- |
9. Replacement of Meter Card / Pass Book
- 9.1 Replacement of Meter card/ Pass book found to be missing on Consumers premises**

9.1.1	Large Industrial/BS/Railway Traction (RT)	-	Rs.45/-
9.1.2	MS consumers	-	Rs.25/-
9.1.3	SP/AP consumers	-	Rs.10/-
9.1.4	Domestic/NRS	-	Rs.10/-
		-	
9.2	Replacement of identification card missing on the premises of AP consumers	-	Rs.25/-

10. Replacement of Broken Glass

10.1	Replacement of broken glass of a cupboard (when the cause of breakage is considered a default of consumer)	-	Rs.30/-
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Note: The cases of broken glass of meters shall be covered under item 17 below.

11. Supply of Duplicate Copy of electricity Bill

11.1	Domestic consumer	-	Rs.3/-
11.2	NRS Consumer	-	Rs.10/-
11.3	SP/Street Lighting/AP metered	-	Rs.10/-
11.4	MS/LS/BS/RT	-	Rs.20/-

12. Review of Energy Bills if the accuracy of a Bill is challenged by a Consumer and review is requested (All categories excluding AP)

12.1	Single Phase	-	Rs.10/-
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12.2 Three Phase

12.2.1	Load up to 20 KW	-	Rs.250/-
12.2.2	Load above 20 KW and up to 100 KW	-	Rs.450/-
12.2.3	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.

13. Meter Installation Charges

Whenever meter purchased by a Consumer from either the **PSPCL** or market is installed at Consumer's premises by the PSPCL.

13.1	Single Phase meter	-	Rs.100/-
13.2	3-phase meter without CTs	-	Rs.250/-
13.3	3-phase meter with CTs/PTs	-	2% of the cost of the metering equipment.

Note:

- The charges shall also be adopted for computing meter rentals for meters owned by the PSPCL.
- Out of the above 50% of the installation charges shall be for installation of MCB and balance for the meter in case of single phase and 3 phase meter without CT's.

14. Testing and Calibration including sealing of Energy Meters owned/supplied by the Consumer.

14.1	Single Phase	-	Rs.100/-
14.2	Polyphase whole current meter	-	Rs.450/-
14.3	Polyphase meters with CTs	-	Rs.1200/-
14.4	HT and EHT metering equipment i.e meter with CTs & PT's	-	Rs.2500/-

15. Checking of the Capacitors at the request of the Consumer:

Consumer receiving supply at	Rs. 150/- per visit
i) 230/400 V	Rs. 300/- per visit
ii) Above 400 V and up to 11 KV	

16. Rates of Security**16.1 Initial Security (per KW or part thereof)**

16.1.1	Domestic Supply		
	a) With load upto 20 KW	-	Rs. 500/-
	b) With load 20 KW & above (upto 100 KW)	-	Rs. 370/-
	c) With load above 100 KW	-	Rs. 330/- per KVA
16.1.2	NRS		
	a) With load upto 20 KW	-	Rs. 700/-
	b) With load 20 KW & upto 100 KW	-	Rs. 470/-
	c) With load above 100 KW	-	Rs. 420/- per KVA
16.1.3	SP	-	Rs. 500/-
16.1.4	MS	-	Rs. 750/-
16.1.5	Large Supply	-	Rs. 1180/- per KVA of contract demand
	a) General		
	b) PIU's	-	Rs. 1500/- per KVA of contract demand
16.1.6	Bulk Supply	-	
	a) With load upto 100 KW	-	Rs. 1500/- per KW
	b) With load above 100 KW	-	Rs. 1350/- per KVA
16.1.7	Public lighting	-	Rs. 2000/-
16.1.8	Agricultural	-	Rs. 200/- per BHP
16.1.9	Railway Traction	-	1100 per KVA of contract demand

16.2 Rates of Meter/Metering Equipment Security

16.2.1	LT Single Phase Meters	-	
	a) Electronic meter	-	Rs. 270/-
	b) MCB	-	Rs. 270/-
16.2.2	LT. poly Phase whole current Meters (without CTs.)	-	
	a) Static/Electronic Type	-	Rs. 550/-
	b) MCB	-	Rs. 400/-
16.2.3	L.T. poly Phase C.T. Meters /TPT meters Without CTs	-	Rs. 4200/-
16.2.4	Solid State HT, TPT Metering equipment (without CT/PT Units)	-	Rs. 5250/-
16.2.5	LT-CTs (set of 3 nos.)	-	Rs. 1050/-
16.2.6	11 KV combined CT/PT Unit(10/5 A to 50/5 A)	-	Rs. 28500/-

16.3 Rates of initial security for consumers covered under spot billing.

16.3.1	Domestic Supply		
	a) With load upto 20 KW	-	Rs. 370/-
	b) With load 20 KW & above	-	Rs. 185/-

16.3.2	NRS	a) With load upto 20 KW	-	Rs. 470/-
		b) With load 20 KW & above	-	Rs. 235/-
16.3.3	SP		-	Rs. 250/-
16.3.4	MS		-	Rs. 375/-
16.3.5	Large Supply	a) General	-	Rs. 590/- per KVA of contract demand
		b) PIU's	-	Rs. 750/- per KVA of contract demand
16.3.6	Bulk Supply		-	Rs. 750/-
16.3.7	Public lighting		-	Rs. 1000/-
16.3.8	Railway Traction		-	550 per KVA of contract demand
16.4	Rates of security) for temporary supply .			
	Applicants requesting for temporary connection shall be required to deposit security for consumption at			
	a)	duration of connection is upto 30 days	-	twice the rate of initial security as per item 16.1
	b)	duration of connection is more than 30 days	-	three times the rate of initial security as per 16.1
17.	Recoverable cost of meter			
17.1	Charges recoverable from the Consumer when the meter is damaged owing to negligence or default on the part of the Consumer (w.e.f. 1.4.2006			
17.1.1	Single Phase E/M Meter		-	Rs.320/-
17.1.2	Single Phase Electronic Meters (10-40A)		-	Rs. 320/-
17.1.3	Poly Phase Static Meter (3x10-40A)		-	Rs.670/-
17.1.4	LT CT operated Meter (without CTs)		-	Rs.4480/-
17.1.5	HT TPT metering equipment (without CTs/PTs unit)		-	Rs. 5490/-
17.1.6	LT CTs (set of 3 nos.)		-	Rs. 1080/-
17.1.7	HT CTs/PTs Unit (10/5A to 50/5A capacity)		-	Rs.29180/-
17.2	Lump-sum amount recoverable in case the meter can be repaired (per meter)			
17.2.1	Single Phase Meter E/M		-	Rs. 200/-
17.2.2	Single Phase Electronic Meter		-	Rs. 320/-
17.2.3	Three(Poly) Phase E/M		-	Rs. 670/-
17.2.4	Three (Poly) Phase Electronic / Static Meter		-	Rs. 670/-

18. **Service Line/Equipment Rentals (per month)** - @ 1.6 paise per Rupee cost of service line and equipment

19. **Demand Notice Extension Fee (for each period of 3 months)**

19.1	DS & NRS	-	Rs.50/-
19.2	AP	-	Rs.500/-
19.3	SP	-	Rs.200/-
19.4	MS/LS/BS/RT	-	Rs.2500/-

Note : Revival fee (one time only) for cancelled application shall be twice the demand notice extension fee as prescribed above.

20. **Permission Fee for Parallel Operation**

Permission fee to run/operate Captive/Cogen plants in parallel/synchronism with the grid. - @ Rs. 50 per KVA of installed capacity of Captive/Cogen plant minus capacity earmarked for sale of power to the PSPCL.

21. **Service Connection Charges (as approved by the Commission)**

Sr. No	Category	Load (in KW)	per KW charges (in Rs.)	Variable (Rs.per Metre)
1	DS	a) upto 1 KW b) Above 1 kW & upto 3 KW c) above 3 KW & upto 7 KW d) above 7 KW up to 100 KW e) above 100 KW	300/- 360/- 600/- 900/- 810/- per KVA	150/- 150/- 150/- 150/- 150/-
2	NRS	a) upto 1 KW b) Above 1 kW & upto 3 KW c) above 3 KW & upto 100 KW d) above 100 KW	300/- 600/- 900/- 810/- per KVA	180/- 180/- 180/- 180/-
NOTE: Initial Security and service connection charges payable by an applicant for new connection under DS / NRS category (for loads above 100 KW) will be equivalent to initial security and service connection charges for 100 KW load or on the above basis whichever is higher.				
3	SP		900/-	220/-
4	MS		900/-	350/-
5	LS	i) upto 500 KVA (Contract demand) ii) Above 500 KVA(Contract Demand)	900/- per KVA 900/- per KVA	320/- 320/-

6	AP		3600 per BHP	140
7	SL	i) Where SL system in the area is set up & maintained by owner. ii) others	900 per KW actual cost	
8	BS	LT HT (above 100 KW)	900 per KW 810/- per KVA	350 320
9	EHT costs for LS, BS and RT	33/66 KV line 66 KV bay 132 KV line 132 KV bay 220 KV line 220 KV bay	0.15 Sq." conductor 0.20 Sq." conductor Rs.41 lacs 0.20 Sq." conductor Rs.50 lacs 0.40 Sq." conductor Actual but not less than Rs.50 lacs	Rs.8.77 lacs per KM Rs.12.46 lacs per KM --- Rs.11.18 lacs per KM ----- Rs.19.46 lacs per KM ----

APPENDIX-II

(List of Forms/Annexures)

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CS-I(SL/S)**PUNJAB STATE POWER CORPORATION LIMITED
SUPPLEMENTARY AGREEMENT FOR STREET LIGHTING**

THIS AGREEMENT MADE THIS ___ day of _____ 20__ between the Punjab State Power Corporation limited (hereinafter called the 'PSPCL') of the one part and the Corporation/Municipal/Cantonment Board/PUDA/NAC/ Panchayat of (Name of the City/Town/Village) _____ (hereinafter together with its successor and assignees called the "Consumer") of the other part.

Whereas the PSPCL has already released electric supply to the consumer for street lighting in the area under jurisdiction of the consumer on the terms and conditions mentioned in the agreement dated _____ hereinafter called the Principal Agreement.

AND WHEREAS, the parties have now agreed to modify the Principal Agreement in the manner hereinafter appearing.

AND WHEREAS this agreement is Supplemental to the Principal Agreement.

Now this agreement witnesses and the parties hereto agree as follows:

1. In paragraph 1(a) of the Principal Agreement dated _____ for schedule-IV/drawing No. _____ substitute Schedule IV appended herewith.
2. Schedules, I, II and III appended to the Principal Agreement dated _____ shall be substituted with revised schedules, I, II and III appended herewith.
3. The Minimum/maximum number of lamps provided in schedule I and minimum and maximum length of lines provided in schedule-II of the Principal Agreement shall stand increased to those provided in revised schedules I and II appended to this agreement.
3. Subject only to the variations herein contained the Principal Agreement shall remain in full force and effect and shall be read and construed and be enforceable as if terms of this agreement were inserted by way of addition or substitution as the case may be.

IN WITNESS WHEREOF the parties hereto have set their hands the day and year first written.

Signed by _____ Mayor/ President/Executive Officer/ Sarpanch for and on behalf of the Corporation/Municipal Committee/ Cantonment Board/ Panchayat _____ of _____ being duly authorized to sign vide certified copy of Resolution No. _____ dated _____ annexed hereto.

In the presence of

Name: _____

Description: _____

Address: _____

Signed by _____

Member for and on behalf of the Corporation/Municipal Committee/ Cantonment Board / PUDA / NAC/ Panchayat _____ being duly authorized to sign vide certified copy of Resolution No. _____ dated _____ annexed hereto

In the presence of

Name: _____

Description: _____

Address: _____

Countersigned by _____

(Secretary for and on behalf of the Corporation/Municipal Committee/ Cantonment Board / PUDA / NAC/ Panchayat _____)

Signed by the Superintending Engineer Punjab State Power Corporation limited for and on behalf of PSPCL

In the presence of

Name: _____

Description: _____

Address: _____

REVISED SCHEDULES

Note:- Schedules I, II, III and IV of the Principal agreement will be revised to take into account the new requirements and appended with the supplementary agreement.

CS-2

**PUNJAB STATE POWER CORPORATION LIMITED
SERVICE REGTISTER**

Sr. No.	REQUISITION FORM			A&A FORM			Whether new application or Additional load	Name of consumer	ADDRESS	Feeding Sub Station	Whether		PRIORITY (if applicable)
	Date	Load	Category	Date	Load	Category					Urban	Rural	
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.

Detail of connected load applied		Type of Industry	SERVICE ESTIMATE		Particulars of Demand Notice		Payment Received (SCC)		Wring Contractor 's Test Report		PSPCL 's Test Report	
Connected load(KW)	Contract Demand (KVA)		No.& Date of sanction	Amount	Service connection charges	Monthly Rental	Date	Amount	Date Received	Results	Issued to & received from JE/AE/AEE/XEN	Results
15.	16.	17.	18.	19.	20.	21.	22.	23.	24.	25.	26.	27.

Whether NOC required from		Installation order			SERVICE CONNECTION ORDRE				ACCOUNT No.		Initials of Officer Incharge	Remarks
Pollution Control Board	Local Authority / PUDA	No.& Date	Date of completion	Service line verified by AE/AEE /XEN	No.& Date	Load connected (KW)	Contract Dem and (KVA)	Date of connection	Date (entered in the ledger)	No		
28.	29.	30.	31.	32.	33.	34.	35.	36.	37.	38.	39.	40.

CS-3

**PUNJAB STATE POWER CORPORATION LIMITED
Intimation of Non-Acceptance of Application.**

No _____ Date _____

From

AE./AEE/XEN(DS)

To

Dear Sir,

With reference to your application No. _____ dated _____ for supply of electricity, I regret to inform you that the PSPCL is unable to accept your application for the reasons stated below:-

- 1.....
- 2.....
- 3.....

Yours Faithfully,
AE/AEE/XEN(DS)
PSPCL.....

CS-4

PUNJAB STATE POWER CORPORATION LIMITED

**WIRING CONTRACTOR'S TEST REPORT
and
PSPCL's Installation Test Order**

Consumer's

(Name: _____)

(Address: _____)

Applicant's Details

(A&A No. _____)

—

From

(ADDRESS: _____)

Wiring Contractor _____

No. _____ Date _____

To

AE/AEE/XEN(DS)
PSPCL _____

REPORT

Please note that the electrical installation belonging to the above consumer, as detailed on Page 2 and 3, is now ready for the PSPCL Test.

The installation was tested by me/us on _____ (Date) and the insulation resistance has been shown on Pages 2 _____.

Wiring Contractor _____
(Name/Signature)

Date: _____

SCHEDULE OF ENERGY CONSUMING APPARATUS TO BE CONNECTED.

No of Circuit left or right on distribution PSPCL	Size of Conductor	LAMPs/FA Ns		HEATERS/ GYSERS/ REFRIGERATORS ETC				MOTORS		Total connected load on each circuit	Wiring Contractor's Test			PSPCL's Test		
		No	Total Watts	Description	No	Wattage each	Total Watts	BHP each	Total KW		I.R. Between Conductors	I.R. Between Conductors & Earth		I.R. Between Conductors	I.R. Between Conductors & Earth	
											Before connecting any lamp or apparatus	Before connecting any lamp or apparatus	After connecting all lamp or apparatus	Before connecting any lamp or apparatus	Before connecting any lamp or apparatus	After connecting all lamp or apparatus
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
No.1 No.2 No.3 No.4 No.5 No.6 No.7 No.8 No.9 No.10																
<p style="text-align: right;">The Size of connection wires between Meter cup board and main switch is _____ Dated Signature of wiring contractor _____</p>																

1. **Details of Shunt Capacitors installed**

- a) Serial No. _____
- b) Capacity _____
- c) ISI Mark _____
- d) Make _____
- e) Whether approved make or not _____
- f) Other Particulars _____

2. **Details of Power Transformers installed in case of HT / EHT Consumers (Furnace transformers particulars be indicated here)**

- a) **Serial No.** _____
- b) Capacity _____
- c) Voltage Ratio _____
- d) Make _____
- e) Other Particulars _____

(Details of all transformers to be given)

Note:- Details of Load , shunt capacitor and transformers particulars be verified by the PSPCL's officer/official while verifying test reports.

PSPCL Installation Test Order

To

The XEN/AEE/AE/AE/JE

Please test the installation detailed on page 2 and 3, fill in columns 15,16 and 17 and report below, and (in the case of a subsequent test due to the first proving the installation to be defective collect Rs._____ (for Single Phase installation and Rs._____ for Three Phase installation in advance as subsequent testing consumer's installation charges).

AE/AEE/XEN(DS)_____

Date_____

REPORT

Above installation was tested by me on (date)_____ and the insulation results are shown on pages 2 and 3.

REMARKS:-

- 1) Whether first or subsequent visit_____
- 2) Whether wiring contractor or his representative was present_____
- 3) Whether installation defective:_____
- 4) Whether installation testing charges have been collected (if due)_____
- 5) Consumer's or Wiring Contractor's Signature (dated)_____

XEN/AEE/AE/JE_____

Dated_____

CHARGES

Above consumer is to be debited with Rs._____ on account of_____

Above charges entered in Sundry Charges and Allowance Register page No._____ Date_____

RA/ARA

CS-5 (I.O)

**PUNJAB STATE POWER CORPORATION LIMITED
INSTALLATION ORDER**

(THE PUNISHMENT FOR RELEASE OF CONENCTION OR COMMISSIONING OF A WORK Or WITHOUT RECORDING/CHECKING THE MEASUREMENT OR SIGNING THE BOGUS CERTIFICATE SHALL BE DISMISSAL.)

IO No _____
Date: _____

Consumer's Name: _____
Address: _____

Estimate No. _____ A&A No. _____ Account _____
No. _____

Name of JE/AEE _____

Please install service connection works as per the above Estimate. Record measurements in the IWR/EMB and put up for checking of measurement.

Signature
JE

Sig. of AE/AEE/XEN

Name

Dated: _____
Sub Division _____

To _____
Sh. _____
JE/AEE

COMPLETION REPORT

The required service connection works have been completed as per the above estimate and complete measurements recorded at Page No. _____ of IWR/EMB which is put up for check of AAE/AE/AEE. The Material for this work was drawn vide SRs/SRWs given overleaf.

Signature of JE _____
Name: _____
Dated: _____

- i) Certified that the measurements have been checked.
- ii) Certified that the work has been executed as per the sanctioned estimate stated above.
- iii) Certified that there are deviations as detailed overleaf in the work executed as compared to the sanctioned estimate. The deviations are justified and the case is being processed separately for sanction as per the current instructions of the PSPCL.

JE's Signature
Name

Signature _____
Name of the Officer/Official
checking the measurements _____
Designation: _____
Dated: _____

Signature of R.A./ARA
Name

(Received and checked as above)
SCO No. _____ Date _____

Date.....

CC:

SDC for finalizing the works Account

Details of document vide which material for the estimate mentioned overleaf was drawn/returned.

Descriptions of document vide which material was drawn, dismantled ,returned and purchased locally.

Sr. No.	SR No.	SRW No.	Dismantlement Register page No.	Local purchase	Date
					1.

2.

3.

_____ Certified that all the SRs/SRWs and references of Dismantlement Register/Local purchase/SMB etc. have been entered above vide which material was drawn against this work.

Signature of JE _____
Name of JE _____
Dated: _____

Checked and compared with IWR/EMB No. _____ page _____ and found correct.

Signature of SDC _____
 Name of SDC _____
 Dated: _____

Signature of (RA/ARA) _____
 Name _____
 Date: _____

CS-6

**PUNJAB STATE POWER CORPORATION LIMITED
SERVICE CONNECTION ORDER**

SCO. No. _____ Date: of issue _____

Consumer's Name: _____
 Address: _____ A&A No. _____
 Estimate No., _____
 Feeder/Sub Stn. Ref _____ Account No. _____

Junior Engineer

With reference to installation Order No. _____ Book
 No. _____ dated _____ you are directed to install the necessary
 meter(s) / metering equipments and turn on the supply and report as below:-

Certified that SCO has been prepared after
 receipt of above I.O. complete in all respects
 including the checking of measurement by
 AE/AEE/XEN

Signature of RA/ARA

Signature of AAE/AE/AEE/XEN

Name

Date

Sub-Division

To

Mr. _____
 (Name of JE/AAE)

Code No.

REPORT

The required service connections complete with meter(s) has been installed tested and found OK.

Connected to _____ Sub Station Size of Service _____
 _____ Feeder Length of service _____
 _____ Phase

insulation Test

i) between phases

ii) between phase and earth

Meters

Meter No	Make	SR No. ME No.	Amps	Volts	Phase	Initial Meter Reading	Connected Load	Feeder Ref	Remarks
1	2	3	4	5	6	7	8	9	10

C.T./ P.T.	Make	SR No. ME No.	C.T.Ratio	P.T.Ratio	Volts	Remarks
1	2	3	4	5	6	7

Connection made by (Name of JE/AAE)

supply connected on (date) _____ (Time) _____

Signature of JE/AAE _____

Name _____

Date _____

CS-7

**PUNJAB STATE POWER CORPORATION LIMITED
METER TEST ORDER**

Office _____ Serial No _____

Dated: _____

Consumer's Name _____

Address: _____

Account No. _____

To

Junior Engineer/AE/AE/AEE/XEN
Please test meter of above consumer and report below

AE/AEE/XEN(DS) _____

REPORT

Meter. Serial No / Make _____

Phase _____ Amps _____ Volts _____

Tested on consumer's premises/ME Lab.

Meter Reading (2) _____ Date _____

(1) _____ Diff. _____

Test Revolutions _____ Time _____

Correct Revolutions _____ Diff. _____

Results _____

Consumer's Signature -----Date -----

AE/AEE/XEN _____ Date _____

Charges or Allowances

Accuracy of meter has been challenged by consumer, as per his letter No. _____
date _____

- a) if meter is correct within meaning of the Act, the above consumer is to be debited with
Rs. _____ (Meter Challenge Fee)

or

- b) If meter is slow/fast within meaning of the Act, above consumer is to be;:

- i) debited/credited with Rs. _____ being the cost of _____ percent of _____ units recorded as having been consumed during the "defective period" viz from _____ to _____ units @ _____ per unit

- ii) Credit with Rs. _____ being the refund of the meter hire for the defective period.

Note: The "Defective period" means six months previous to the date of the test of the period during which the meter has been in use in a defective condition, whichever is the lesser period.

AE/AEE/XEN(DS) _____ **Date** _____

Above Charge/Allowance entered in Sundry Charges and Allowances Register

RA/ARA _____ Date _____

CS-8

**PUNJAB STATE POWER CORPORATION LIMITED
PROFORMA FOR INSPECTION REGISTER.**

Checking Register No. _____ E.M.R.No. _____

Page _____

Name and Address of Consumer _____

Name of Division _____

Name of Sub Division _____

Account No. _____

Date of Checking _____

Type of Industry _____

DETAIL OF CHECKING

A. METERING EQUIPMENT PARTICULARS:

1. Meters			
i) Make and Type.....			
ii) Capacity.....			
iii) Rev/KWH.....			
iv) Sr.No./Guide No.....			
v) Meter Readings		KWH	KVAH
			KVA(MDI)
2. C.T.Ratio			
3. P.T. Ratio			
4. Seals			
i) MCB			
ii) MTC			
iii) ME			
iv) Ultra Sonic Welding.....			
v) MDI			
vi) CT Chamber			
vii) PT Chamber			
5. Working of			
a) Meter(s)			
b) CTs			
c) PTs			
B. CAPACITORS			

Note:- If the metering equipment consists of KWH, KVAH, MDI, CTs and PTs, complete particulars of each of the unit should be checked and noted on the back of the format. Deficiencies and defects, if any, should be noted. If any of the seal is missing or doubtful, it should be noted down in the Inspection Report.

CS-9

PUNJAB STATE POWER CORPORATION LIMITED
OFFICE: _____
METER CHANGE ORDER

Sr.No. _____
 Date: _____

Consumer's Name: _____
 Address: _____

Account No. _____
 Category: _____
 Load(KW): _____

To,
 Sh. _____
 JE.AAE/AE/AEE

Please change meter on the premises of above consumer and report below, _____

AE/AEE/XEN(Ops) _____ dated _____

REPORT

METER INSTALLED

Sr No. _____ Phase _____
 Amps _____ Volts _____
 Make/Type.....

METER REMOVED

Sr.No. _____ Phase _____
 Amps _____ Volts _____
 Make/Type.....

Readings

KWH	KVAH	KVA

Readings

KWH	KVAH	KVA

Store requisition No.& Date _____
 Entered in Meter Movement Card
 Changed by(Name) _____

Reasons for change
 Entered in Meter Movement Card
 Date _____ | Time _____

Details of CT's: Make & S.No. of CTs _____, CT Ratio: _____.
 Meter Card/Cards has/have been duly completed by me and kept with Meter/Meters in the presence of the consumer or his representative Sh. _____
 Meter Sealing Item No. _____ Date _____
 (Consumer's Signature) _____

Junior Engineer _____ Date _____

CHARGES

If the meter have been removed or its position changed at the request of the consumer, the consumer be debited with Rs. _____ per meter as per schedule of general charges)

Above consumer is to be debited with Rs. _____
 AE.AEE.XEN(DS) _____ -
 Above charges entered in Sundry Charges and allowances Register Page No _____

Signatures of RA/ARA _____ date _____

CS-10

**PUNJAB STATE POWER CORPORATION LIMITED
MTC/MCB SEAL ETC.
REPLACEMENT ORDER**

Sr.No. _____
Date: _____

Consumer's Name: _____

Address: _____

Account No. _____

REPORT

1. Details of metering equipments _____
(Meter, CT and PT Set etc)
of which seals were broken

2. No of seals broken/replaced
(with details such as Meter, MTC, MCB, CT/PT etc)

Broken	Replaced

Date _____ Time _____

(Signature of official with designation)
.....

Consumer's Signature
.....

Recoverable Amount

Debit Rs. _____ as per Schedule of General & Service Connection Charges, to the consumers account.

AE/AEE/XEN(DS).....

The above recoverable amount has been entered in the sundry charges and allowances register page No. _____ Sr.No. _____

RA/ARA _____

CS-11

**PUNJAB STATE POWER CORPORATION LIMITED
DISCONNECTION ORDER
TDCO/PDCO**

OFFICE: _____
Sr.No. _____
Date: _____

Consumer's Name: _____
Address: _____
Account No. _____
Reasons for Disconnection _____
Amount Due: SOP and other charges Rs. _____ ED Rs. _____ Octroi Rs. _____
TDCO/PDCO No. _____ Date _____ Effected on _____

To
JE/AAE/AE/AEE

Please disconnect the above consumer **Temporarily/Permanently** from the PSPCL's system and report below:-

_____ AE/AEE/XEN(DS) _____ Date _____

REPORT

- 1) Service Disconnected on (Date/Time).....from T-junction/pole.
- 2) Meter(s) returned to Store and entered in ME-2 at Page No. _____
Item No. _____

Meter No. & make.....

Readings	KWH	KVAH	KVA	Position of Seals

Entered in the Meter Movement Card
Disconnection made by (Name of official) _____

Date _____ Time _____

Consumer's Signature
.....

JE/AAE/AE/AEE/Xen _____
Date _____

CS-12

**PUNJAB STATE POWER CORPORATION LIMITED
RECONNECTION ORDER**

OFFICE: _____
Sr.No. _____
Date: _____

Consumer's Name:
Account No.
Reason of Disconnection
Details of Charges deposited.....

TDCO/PDCO No..... Date..... Effected on.....

To

JE/AEE/AE/AEE/Xen
Please reconnect the above connection and report below:-

AE/AEE/XEN(DS) _____ Date _____

REPORT

1) Service reconnected on (date/time)..... from T-junction/pole.

2) Meter(s) installed to Store and entered in ME-1 at Page No., _____
Item No. _____

Meter No. & make.....

Readings

KWH	KVAH	KVA	Position of Seals

Reconnection made by (name of officials) _____

Date _____ Time _____

Consumer's Signature _____

JE/AEE/AE/AEE/Xen _____

Date _____

CS-13

**PUNJAB STATE POWER CORPORATION LIMITED
SUNDRY JOB ORDER**

Sr.No. _____

Date: _____

Office: _____

Name of Consumer: _____ Account no.

Name of JE/AAE/AE/AEE/Xen _____

Please carry out the following works and report compliance

Detail of works

Signature of AE/AEE/XEN _____

Report of the works carried out

Date of Commencement _____ Date of Completion _____

Detail of works _____

Name of the Feeder from
which the supply is fed: _____

Feeding Sub Station/Distribution Transformer _____

Meter No. & make

Readings

KWH	KVAH	KVA	Position of Seals

M.S.R.No. _____

Date of return of S.J.O. _____

(Signatures official who executed the work)

Signature of Consumer.

Recoverable amount if any.....
(In case the work is executed on the request of the consumer).

CS-14

**PUNJAB STATE POWER CORPORATION LIMITED
METER CARD**

Office: _____

(Keep with the meter)

Consumer's A & A No.: _____ A/c.No. _____

Address: _____

Meter No./Make _____ Meter Type-1-Phase/3-Phase _____

Date of Installation _____ Amps _____ Volts _____

Date	Meter Reading			Consumption		Dated Signature	
	KWH	KVAH	KVA	KWH	KVAH	Meter Reader	Meter Inspector/ JE/AAE/AE/XEN.

- Notes: 1. This card is to be printed on thick paper.
2. Columns to be printed on reverse side also.

Name of Distribution S/Stn Capacity in KVA.....

Make whether bolted or sealed.....

Whether new or repaired.....

CS-15

**PUNJAB STATE POWER CORPORATION LIMITED
CONNECTED LOAD REGISTER
PARTICULARS OF CONNECTED LOAD**

Sr. No.	Name of Consumer	Account No	Nature of Load	Industrial/Motive Load in KW/BHP	Light Load in KW	Remarks
1	2	3	4	5	6	7
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						

Note:- In case of permanent disconnection entry should be scored out with Red Ink. Indicate PDCO No. & date of disconnection.

Light Load
Street Light Load
Total Connected load on date
 (i) Industrial/Motive Load-KW
 (ii) Light Load-KW
Total Connected load on each LT Phase(KW) R-
 Y-
 B-

Dated Signature of JE Incharge _____
Checking by AE/AEE/XEN _____
Checking by other Senior Officers _____

While drawing rough sketch proper orientation of Grid Sub Station 11 KV feeder distribution S/S Lines maybe kept in view.

CS-16

PUNJAB STATE POWER CORPORATION LIMITED
Access to Consumer's Premises – Notice U/S163 of the Act.

No _____ Date _____

From

AE/AEE/XEN

To

Sub: Access to Consumer's Premises.

Dear Sir/Sirs/Madam

It has been reported to me that on _____ an authorized representative of the PSPCL called at your premises situated at _____ in order to read the meter/disconnect the supply and remove the meter but as your premises were found locked/you and your representative did not permit access to your premises, he was unable to read the meter/disconnect the supply and remove the meter or carryout inspection etc.

2. You will please therefore, let me know the time and date on which a representative of the PSPCL shall be provided access to your premises to enable him to read the meter/disconnect the supply and remove the meter or to carryout such other Act as may be authorized to do so.
3. If no reply is received in this office within 7 days from the date of presentation of this letter your premises is liable to be disconnected in terms of Section 163 of EA-2003.

Yours faithfully

 AE/AEE/XEN(DS)

CS-17

**PUNJAB STATE POWER CORPORATION LIMITED
METER SEALING RECORD**

Sr. No.	Account No	Consumer's Name	Apparatus sealed (MTC/ MCB /CT/ PT etc.)	No. of Seals	Sealing Date	Reading of			Signature of official with date and reason for affixing seals	Signature of consumers/ representative with date and attestation of seals being intact.
						KWH	KVAH	KVA		
1	2	3	4	5	6	7	8	9		

CS-19

PUNJAB STATE POWER CORPORATION LIMITED
RETURN SHOWING THE POSITION OF DISPUTED AMOUNT ARISING OUT OF THE CHECKINGS
BY DS/MMTS/ ENFORCEMENT STAFF IN RESPECT OF DISTRIBUTION CIRCLE_____

Sr. No.	Name of Consumer	Date of Checking	Amount Assessed	Amount Recovered up to date	PRESENT STATUS OF THE CASE i.e. WHETHER REFERRED TO DISPUTE SETTLEMENT COMMITTEE / FORUM / OMBUDSMAN/ APPELLATE AUTHORITY / DESIGNATED AUTHORITY / SPECIAL COURT					Remarks
					DSC	Forum	OMBUDSMANS	Appellate/ Designated Authority	Special Court	
1	2	3	4	5	6	7	8	9	10	11

Analysis of Pending Disputed Cases:-

- | | | | |
|----|------------------------|-------------|------------------|
| 1. | Up to 3 months old | : No. _____ | Amount Rs. _____ |
| 2. | 3 to 6 months old | : No. _____ | Amount Rs. _____ |
| 3. | 6 months to 1 year old | : No. _____ | Amount Rs. _____ |
| 4. | More than one year old | : No. _____ | Amount Rs. _____ |

CS-20

**PUNJAB STATE POWER CORPORATION LIMITED
JOB ORDER CONTROL REGISTER
(MCO/SCO/PDCO/TDCO/SJO/RCO)**

Sr.No	Account No	Consumer's Name	Job Order No	Name of the Official to whom handed over		Date when effected	Receipt of Job order after compliance by C/C		Remarks
				Signature	Date		Signature	Date	
1	2	3	4	5	6	7	8	9	10

Note: Separate Pages are to be allotted to each category of Job order.

CS-21

**PUNJAB STATE POWER CORPORATION LIMITED
METER CHECK LIST FOR ALL CONSUMERS (ABOVE 500 KW)**

PSPC L	Energy Meter Check List	M/s _____ A/c.No. _____	Date: _____
Sr.No.	Status of	Observations	Remarks
1.	MCB Paper Seals		
2	MCB Lead Seals		
3	Seals of CTs/PTs etc.		
4	Meter terminals seals condition		
5	ME Lab seals (M&T) position & status		
6	Phase wise meter working		
7	CT/PT Chamber hole plugging		
8	Condition of conduit between CT/PT Chamber & Meter Box./		
9	Whether meter room is near main gate & approachable from outside(locking)		
10	H.T.Cable between transformer & CT/PT box is not having any visible or hidden T-Off.		
11	Consumption Pattern with respect to previous 3 readings		
12	Any other relevant point		
Signs of Consumer		Signs of AE/AEE/ XEN (DS)	Signs of Addl.SE/Sr.Xen(DS)
.....	

CS-22

**PUNJAB STATE POWER CORPORATION LIMITED
DIRECT SUPPLY ORDER
DOMESTIC CONSUMERS ONLY**

.S.No. _____

Complaint No. _____

Date: _____

Cut Here.....Cut here

**DIRECT SUPPLY ORDER
DOMESTIC CONSUMERS ONLY**

S.No. _____

Complaint No. _____

Date: _____

On receiving request from Sh _____ R.O. _____ -A/c.No. _____ I have connected the supply of the consumer directly from PSPCL main as an immediate relief on _____ at _____ Hrs _____ subject to complete report by JE.

Detail of seals broken by the lineman _____

Date: _____

Signatures of Lineman
Name _____

UNDERTAKING OF CONSUMER

I will abide by the findings of PSPCL and necessary charges towards cost of defective/burnt meter or any other charges may be debited to my A/c.No. _____ in the next electricity bill.

Signatures of consumer/Representative
Name _____

REPORT OF JUNIOR ENGINEER

I have checked the meter at site and details of site report are as under:-

(a) Particulars of meter

i) Meter No. _____

ii) Make _____

iii) Capacity _____

iv) Meter Reading _____

(b) Status of Seals

I) MCB

ii) MTC

iii) ME

iv) Paper Seal if any

(c) Status of Meter Glass/Cover _____

(d) Remarks/Any other observation _____

Signature of JE _____

Date _____ Name _____ (Code) _____

ORDERS OF AE/AEE/XEN(DS) INCHARGE

Date: _____

Signature of AE/AEE/XEN(DS)

Name: _____

COMPLIANCE TO BE MADE BY RA

(a) MCO No. _____

Date: _____

(b) Total time for which supply remained direct _____

(c) Amount charged

(i) Cost of meter

Rs. _____

(ii)

Energy Charges

Rs. _____

(iii) Detail of other charges if Any

Rs. _____

Total

Rs. _____

(d) Total amount debited to the consumer vide S.C. & A register Item No. _____ Date _____

Date: _____

Signature of RA/ARA

Name: _____

Note:- This order is to be pasted in the Sundry Register and cross entry to be made on the MCO.

CS-23

PUNJAB STATE POWER CORPORATION LIMITED
Intimation of Shut Down

No _____ Date _____

From

AE/AEE/XEN (DS)

To

Please Note that for reasons connected with the maintenance of the PSPCL system. Supply to your premises will be shut down from (Date & Time) to (time and date).....

AE/AEE/XEN(DS)

CS-24

**IN PUT ADVICES,
PAYMENT RECORDS
AND OUT PUT
LEDGER FOR
LS/BS/RT BILLING**

Advice No. L52

Advice for Change of Meter for L.S./B.S./R.T. Consumers (MCO)

SYS-ID		INPUT CODE		SHEET NO.		BILLING CYCLE			SUB DIV. CODE		
	L	5	2								

S.N o.	Account No. 1	Meter Type 2	Meter Count 3	Installation Date 4	Owner 5	Manufacturer 6	Meter No. 7	Ampere s 8	Meter Digits 9	Supply Voltage 10	Metering Voltage 11	Independent Factor 12

MCO NO. 13	MCO Date 14	MCO Reason 15	Meter Numerator 16	Meter Denominator 17	Defective Date 18	Replace Date 19	Initial			Closing		
							KWH 20	KVAH 21	MDI 22	KWH 23	KVAH 24	MDI 25

Note: 1. Fill all columns legibly. RS/RA

XEN/AEE/AE

2. Readable copy of ECR/LCR must be enclosed. full Name () Sub Div. _____
3. Incomplete/overwriting advice will be rejected. PSPCL _____
4. Affix Rubber Stamp of XEN/AEE/AE
5. Document mentioned at no. 2 is required with this advice.

Advice No. L53

Advice for Change of C.T./P.T. for L.S./B.S./R.T. Consumers (SJO)

SYS-ID		INPUT CODE		SHEET NO.		BILLING CYCLE		SUB DIV. CODE		
	L	5	3							

S. No.	Account No.	Meter Type	Meter Count	Installation Date	Owner (PSPCL or Pvt.)	Serial No.	Capacity (Amperes)	Manufacturer	SJO No.	SJO Date	Reason for SJO	Line CTR Numerator	Line CTR Denominator	Metering Voltage Numerator	Metering Voltage Denominator
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	

Defective Date	Replace Date	Before Replacement			After Replacement		
		KWH	KVAH	MDI	KWH	KVAH	MDI
16	17	18	19	20	21	22	23

Note: 1. Fill all columns legibly.
 2. Readable Copy of ECR/LCR must be enclosed.
 3. Incomplete/over writing advice will be rejected.
 4. Affix Rubber Stamp of XEN/AEE/AE
 5. Document mentioned at no. 2 is required with this advice.

Full Name (_____) RS/RA _____ Sub Div. _____
 XEN/AEE/AE PSPCL _____

Advice No. L54

Advice for Sundry Charges/Allowances for L.S./B.S./R.T. Consumers

SYS-ID	INPUT CODE	SHEET NO.	BILLING CYCLE	SUB DIV. CODE
<input type="text" value="L"/>	<input type="text" value="5"/> <input type="text" value="4"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

S. No.	Name	Account No.	Sundry Code ¹	Sundry Head	Sundry Minor Head	Sundry Reason	Sundry Date	Sundry Amount			Book No.	Page No.
								9.		ED		
1.	2.	3.	4.	5.	6.	7.	8.	SOP			10.	11.
								OCT				

Certified that the total amount is 1. Charges Rs.(in words)_____ 2. Allowances Rs.(in words)_____

Note: _____ RA/RS
 XEN/AEE/AE

1. Sundry Code: Charges: C , Allowances: A Full Name () Sub Div._____
2. Fill all columns legibly PSPCL_____
3. Advice with any overwriting will be rejected
4. Affix Rubber Stamp of XEN/AEE/AE
5. No document is required with the advice, however same could be demanded as & when required.
6. **Sundry Minor Head for :**
 - (a) Theft of power detected by D/S - 23.715.
 - (b) Theft of power detected by Enf = 23.725.

Advice No. L55

Advice for PDCO/RCO for L.S./B.S./R.T. Consumers

SYS-ID	INPUT CODE	SHEET NO.	BILLING CYCLE	SUB DIV. CODE
<input type="text"/> <input type="text"/> L	<input type="text"/> 5 <input type="text"/> 5	<input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>

S. No.	Name	Account No.	Meter Count	Billing Cycle	Discon./Conn. Date	Discon./Conn. Type	KWH Reading	KVAH Reading	MDI Reading	Code *	Remarks
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.

Note:
XEN/AEE/AE

RA/R5

- Meter Count (No. Of Meters) is _____ Full Name (_____) Sub Div. _____
- Fill all columns legibly PSPCL _____
- Advice with any overwriting will be rejected
- Code* P – PDCO , R - RCO
- Affix Rubber Stamp of XEN/AEE/AE
- No document is required with the advice, however same could be demanded as & when required.

Advice No. L56

Advice for ED Exemption for L.S./B.S./R.T.Consumers

SYS-ID	INPUT CODE	SHEET NO.	BILLING CYCLE	SUB DIV. CODE										
<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"></td> <td style="width: 50%; text-align: center;">L</td> </tr> </table>		L	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; text-align: center;">5</td> <td style="width: 50%; text-align: center;">6</td> </tr> </table>	5	6	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"></td> <td style="width: 50%;"></td> </tr> </table>			<table border="1" style="width: 100%;"> <tr> <td style="width: 100%;"></td> </tr> </table>		<table border="1" style="width: 100%;"> <tr> <td style="width: 33%;"></td> <td style="width: 33%;"></td> <td style="width: 33%;"></td> </tr> </table>			
	L													
5	6													

S.No.	Name	Account No.	Billing Cycle	Billing Year	Units Exempted	%age Exemption	From Date	Exempted Up to	Remarks (Name of Exempting Authority)
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.

Note:

- Full Name (RA/RS) XEN/AEE/AE Sub Div. _____
1. Fill all columns legibly PSPCL _____
 2. Advice with any overwriting will be rejected
 3. Affix Rubber Stamp of XEN/AEE/AE
 4. No document is required with the advice, however same could be demanded as & when required.

Advice No. L57

Advice for Peak Load Exemption for L.S./B.S./R.T. Consumers

SYS-ID		INPUT CODE		SHEET NO.		BILLING CYCLE		SUB DIV. CODE		
	L	5	7							

S.No.	Name	Account No.	Peak Load Allowed	PLE Start Date	PLE End Date	Name of Authorising Office	Memo No.	Date	Remarks
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.

Note:

1. Include PLE authorising office name, memo no. & date Full Name (RA/RS) Sub Div. XEN/AEE/AE _____
2. Fill all columns legibly PSPCL _____
3. Advice with any overwriting will be rejected
4. Affix Rubber Stamp of XEN/AEE/AE
5. No document is required with the advice, however same could be demanded as & when required.

Advice No. L59

Advice for Change in Name/Feeder Code/Type/Connected Load/C.D. for LS/BS/RT Consumers

SYS-ID	INPUT CODE	SHEET NO.	BILLING CYCLE	SUB DIV. CODE
<input type="text"/> <input type="text"/> L	<input type="text"/> 5 <input type="text"/> 9	<input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>

S.No 1.	Name 2.	Account No. 3.	Date of Contract 4.	Contract Load (KW) 5.		Contract Demand 6.		SJO No. 7.	Date 8.	Kind of Industry 9.	Supply Voltage 10.	Metering Voltage 11.	New Feeder Code 12.	Remarks 13.
				Code*	Load	Code*	Demand							

Note: RA/RS Full Name () Sub Div. XEN/AEE/AE

- All columns are compulsory.
- Fill all columns legibly PSPCL _____
- Code*: General-1, Induction-2, Seasonal-3, Cold Storage/Ice Candy-4, Arc Furnace-5
- Advice with any overwriting will be rejected
- Tick the relevant Change required on the top.
- Feeder Code should be in 12 digits only.

Affix Rubber Stamp of XEN/AEE/AE 8. No document is required with the advice, however same could be demanded as & when required.

Advice No. L60

Advice For Compensation Assessed/Adjusted/Realised on Account of Theft of Energy/U.U.E. & Unauthorised Extension Cases

SYS-ID	INPUT CODE	SHEET NO.	BILLING CYCLE	SUB DIV.CODE
<input type="text"/> <input type="text"/> L	<input type="text"/> 6 <input type="text"/> 0	<input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>

Sr No	Ledger Group	Account No.	Chk Digit	Agency Code	Code for com pen sation Amt.	Amount Assessed				SUNDRY	
						Equivalent units for theft and wrong metering	Compensation SOP etc.	E.D.	OCT.	Register No.	Page No.
1	2	3	4	5	6	7	8	9	10	11	12

ANNEXURES

ANNEXURE-A**PUNJAB STATE POWER CORPORATION LIMITED
CERTIFICATE FOR SCHEDULE CASTES / BACKWARD CLASSES**

Certificate in respect of Members of Scheduled Castes/Backward Classes in Punjab to be obtained from one of the following authorities:-

- 1) District Magistrates/ additional District Magistrates / Collector / Deputy Commissioner/ Additional Deputy Commissioner / 1st Class Stipendiary Magistrate/City Magistrate/Sub-Divisional Magistrate/Extra Assistant Commissioner(Not below the rank of 1st Class Stipendiary Magistrate)
- 2) Chief Presidency Magistrate/Additional Chief Presidency Magistrate/Presidency Magistrate.
- 3) Revenue Officer not below the rank of Tehsildar.
- 4) Sub Divisional Officer of the area where the candidate or his family normally resides.
- 5) Administrative Secretary to Administrative Development Officer(Lakshdeep Islands)

I know Shri _____ son of Shri _____ of _____ and _____ Distt. personally. He belongs to _____ Caste which has been declared as Scheduled Caste/Backward Caste in Punjab.

SIGNATURE _____
DESIG/SEAL: _____

CERTIFICATE FOR SMALL/MARGINAL FARMERS BONAFIDES
(to be obtained from revenue authorities not below the rank of Tehsildar)

Certified that Sh _____ S/o _____ of Village _____ Tehsil _____ Distt. _____ -owns a total land of _____ acres and he is a small/marginal farmer as per the definition adopted by Punjab Government.

Signature with
Designation and Seal of
Revenue Officer.

Annexure-B

**PUNJAB STATE POWER CORPORATION LIMITED
POLLUTION CONTROL
LIST OF 'RED' CATEGORY OF POLLUTING INDUSTRIES**

1. Fertilizer(Nitrogen/Phosphatic)
2. Cement
3. Tanneries
4. Pulp and Paper
5. Manufacturing of dyes and dye intermediates
6. Pesticides manufacturing and formalities except where no emissions are involved
7. Basic drugs, pharmaceuticals and formulations
8. Slaughter house and animal bone processing
9. Heat Treatment/Tempering/Electroplating/Surface Coating and hardening
10. Dyeing and processing Cotton/Woolen/Synthetic yarn/Fabrics
11. Oil Extraction, Vegetable ghee/Hard oil using hazardous substances in the process.
12. Processing of Paddy, Rice, Maize, Barley
13. Stone Crushers
14. Processing Industry for Dairy, Food, Vegetables/fruit
15. Processing/Manufacturing of chemicals including organic, Inorganic acids and its compounds zinc/lead oxides, chlorinated Paraffin wax and Zinc recovery etc
16. Industrial units having induction furnace/arc furnace or boiler furnace/other furnaces
17. Brick Kiln and Lime kiln
18. Sugar
19. Fermentation
20. Aluminum
21. Petro-chemicals
22. Thermal Power
23. Oil Refinery
24. Sulphuric Acid
25. Copper Smelter
26. Zinc Smelter
27. Iron and Steel
28. Electronic Industries using hazardous substances
29. Rayon
30. Potassium ./Sodium Cyanide
31. Plastic/paints
32. Rubber Synthetic
33. Asbestos

GREEN CATEGORY:

Such industry which is not covered in Red Category or Hazardous Category is to be treated as Industry under Green Category.

Annexure-C

LIST OF HAZARDOUS INDUSTRIES / PROCESSES

1.	Ferrous Metallurgical Industries
	- Integrated Iron and Steel
	- Ferrous Alloys
	- Special Steels
2.	Non Ferrous Metallurgical Industries
	- Primary Metallurgical Industries namely zinc, lead, copper, manganese and aluminum
3.	Foundries(ferrous and non ferrous)
	Casting and forgings including cleaning or smoothening/roughening by sand and shot blasting
4	Coal(Including coke Industries.
	- Coal, Lignites, Coke etc.
	-Duel gases(including Coal gas, producer gas, water gas)
5.	Power generating industries
6.	Pulp and paper(including paper products Industries
7.	Fertilizers Industries
	- Nitrogenous
	- Phospatic
	- Mixed
8.	Cement Industries, Portland Cement(including slag cement, puzzolona cement/ their products
9.	Petroleum Industries, Oil Refining, Lubricating oils and greases
10.	Petro Chemical Industries
11.	Drugs and pharmaceutical industries, Narcotics, drugs and pharmaceuticals
12.	Fermentation Industries(Distilleries and breweries)
13.	Leather Tanning Industries
14.	Electro Plating industries
15.	Chemical Industries
	- Coke Oven PV + Products and Coaltar Distillation products
	- Industrial Gases(Nitrogen, Oxygen, Acetylene, Argon, Carbon dioxide, hydrogen, Sulphur dioxide, Nitrous oxide, halogenated hydrocarbon, ozone etc.
	- Industrial Carbon
	- Alkalies and Acids
	- Lead and its compounds
	- Electrochemicals (Metallic sodium, potassium and magnesium products, artificial abrasive, calcium carbide)
	- Nitrogenous compound(Cyanides, cynamides and other nitrogen compound)
	- Phosphorus and its compound
	- Malogans and Halognate compounds(Chlorine, Fluorine, Bromine and Iodine)
	- Explosive(including industrial explosives and detonators and fuses)
16.	Insecticides, Fungicides, herbicides and other pesticides industries.
17.	Symathetic Resin and Plastics.
18.	Man-made fibres (Cellulosic and non cellulosic) industry
19.	Glass and Ceramics
20.	Manufacture, handling and processing of asbestos and its products
21	Extraction of oil and fats from vegetables and animal sources
22.	Manufacturing processes and operations involving carbon disulphide
23.	Dyes and Dyes stuff including their intermediates
24.	Stone Crushers.

Annexure-D

**LIST OF GREEN CATEGORIES OF INDUSTRIES EXEMPTED FROM OBTAINING
NOC/CONSENT OF THE PUNJAB POLLUTION CONTROL BOARD**

1.	Fabricated units connected with animal drawn vehicles, trailers without any heat treatment, furnace use i.e. with no emissions
2.	Block making, Printing, Offset printing
3.	Black Smithy Shop
4.	Drawing, Surveying and Scientific instrument making with no wet process.
5.	Weighing Machines with no wet process.
6.	Carpentry and furniture units without seasoning.
7.	Brush making units with fibre/plastic.
8.	Musical instrument with no wet process.
9.	Crown cork making units.
10.	Paper Pins, 'U' Clips, Pen Holders, Pen and Paper Products without wet process.
11.	House hold appliances and kitchen equipment without wet process
12.	Sports Goods without leather tanning and other wet process.
13.	All types of toys and doll making electrical without wet process.
14.	Umbrellas, Raincoats, Tarpaulin is without wet process.
15.	Electrical Switches, Accessories making and Panel Board without wet process.
16.	Finished leather goods, conversion of finished leather without wet process.
17.	Aggarbatti and other cosmetic products manufactured by blending(dry process)
18.	Floor polish,nail polish, tooth powder,hair oil,sampoo and tooth brush with blending only
19.	Candle manufacture
20.	Atta Chakki and millet grinding
21.	Biscuits,Pastries, Cokes,Confectionery,Blend Bakery up to 100 Kg/dry
22.	Wooden and corrugated crates and boxes.
23.	Garments manufacturing without wet process.
24.	Gold/silver smithy shops with no water or chemical use
25.	Small restaurants, Coffee/Tea shops and Snack Bars
26.	Oil extraction by kohlus or expellers without Boiler
27.	DPC coating of copper and aluminium wire without any wet process
28.	Chewing Tobacco
29.	Bio-gas
30.	Book binding.
31.	Optical Frames and glasses without wet process
32.	Welding Electrodes
33.	Electrical/Electronic testing and measuring instruments without wet process
34.	Audio,video and consumer electronic equipment assembly only
35.	Telecommunication equipment without use of chemicals
36.	Telecommunication components without use of chemicals
37.	Medical and Surgical Instruments and equipments without wet process
38.	Computer,computer peripherals and computer software
39.	Lathe and welding sets (only electrical) without casting
40.	Engineering goods mfg. units without wet process
41.	Engineering Workshops, Machine Shop, Press Shop, sheet metal fabrications including steel furniture, rolling shutters, grinding fabrication (without foundry, pickling, electroplating and without any discharge of water/oil)
42.	Motor and Pump Making without foundryand wet process.
43.	Mfg.of transformers without poly chlorinated Hydro carbon.
44.	General wire industries like wire drawing,barbed wire,chain links,making units without wet process.
45.	Aluminium, stainless steel, Brass Vessel making units having only pressing, spinning, without use of buffing and polishing and pickling, washing Hot/Cold rolling,annealing furnace and anodizing process.
46.	Air conditioners,Room Coolers,water coolers,and leathers without process.
47.	Tyre retreading (only cold processing)
48.	Automobile Repair Workshop.
49.	Automobile Body building without wet process.

50.	Handlooms without wet process.
51.	Handicraft.
52.	Belt fastner units without wet process.
53.	Mosaic tiles, cement pipes, pipes manufacturing units.
54.	Paper products without wet process.
55.	Sericulture units.
56.	Nut cracking and roasting.
57.	Bidi making units.
58.	Manufacture of Steel trunks/boxes/drums/shutters.
59.	Carpet weaving.
60.	Cotton quilt and mattresses making.
61.	Fish ponds.
62.	Tea grading and packing.
63.	Dry grinding of spices.
64.	Knitting cloth/Fabrics(small scale)dry process.
65.	Embroidery.
66.	Powerloom Weaving (Small Scale)Dry Process.
67.	Spinning (Small Scale Dry Process).
68.	Mushroom and cultivation under controlled conditions/temperatures.
69.	Seed Processing Units/Hybrid Seeds-Mechanized Process.
70.	Green House/Floriculture under Mechanized Process-Under Controlled Temperature.
71.	Bee keeping.
72.	Dairy farming (Rural Area-Focal Points periphery of ½ KM).
73.	Plastic Niwar from monofilament yard.
74.	Typing Centre/Xeroxing.
75.	Weight Bridge.
76.	STD booth/Cable TV net work/EPABX
77.	Packing of Agriculture/Forests Produce under controlled temp. (Mechanised Process).
78.	Manufacture of Cement Blocks/Jallies etc.
79.	Polythene Bags from monofilament sheets/polythene sheets.
80.	Beauty Parlour.
81.	Hand Tools without casting.
82.	Cotton belts and tubes/cotton Niwar etc.
83.	Cotton Socks-knitting.
84.	Zip Fasteners.
85.	Orthopaedics equipments without casting/wet process.
86.	Mechanical clock/watches etc.
87.	Non-conventional energy items.
88.	Solar Energy Panel makings.
89.	Preparation of Photo identity card by using video camera laser printing.
90.	Packing and processing of items using mechanized process.
91.	Marketing/Industrial consultancy/advertising agencies.
92.	Tailoring shop as SSSBE.
93.	RCC Bricks.
94.	Assembling of Door closer and Rings.
95.	Cotton cloth knitting.

Annexure-E**AFFIDAVIT**

Certified that I _____ S/o Sh _____ Proprietor/partner of _____ do hereby solemnly affirm and declare as under:-

- i) That the industry is covered at Sr.No. _____ of the List (Annexure-D).
- ii) That the total investment of the industry shall be less than Rs.25 lacs on plant and machinery etc.
- iii) That the industry is not proposed to be located in any approved Residential Area /Predominantly residential area /Colonies of Municipal Corporation/ Councils /Notified Area Committee/ PUDA/Improvement Trust/Village Panchayat/ any other authority appointed under the Statute of the State.
- iv) That there will not be any discharge of trade effluent from the industry into stream or well or sewer or on the land due to its establishment or operation or process or any treatment and disposal or an extension or addition thereto.
- v) That the industry will not use /handle/ transport/ discharge any air pollution including noise into the atmosphere.
- vi) That the industry will not discharge any toxic/hazardous wastes and chemical
- vii) That in case the industry is found to create condition that generate any type of pollution or if there is any objection from the surrounding community and if on verification, it is found that such objection has some substance, the PPCB shall be free to take legal action under the provisions of water(Prevention and Control of Pollution) Act,1974 and Air (Prevention and Control of Pollution) Act,1981 and environment(Protection Act-1986) as considered appropriate.

Date

Place

Deponent

Certified that the contents of affidavit from (i) to (vii) are true and correct to the best of my knowledge. No part of it is false and nothing material has been kept concealed therein.

Deponent

Annexure-F

PUNJAB STATE POWER CORPORATION LIMITED
LIST OF NATIONAL HIGHWAYS / STATE HIGHWAYS (SCHEDULED ROADS)

LIST OF NATIONAL HIGHWAYS

Sr. No.	Name of the Highways	Name of the Raod
1.	National Highways no.1 G.T.	Road (from Haryana Border to Amritsar and on the Border with Pakistan Bagha)
2.	National Highways no.1 A.	Jalandhar-Tanda-Dasuya-Mukerian-Pathankot upto Border with J & K State
3.	National Highways no.10	Delhi-Hissar-Sulemanki Road (from Dabwali on Haryana Border on to Border with Pakistan Near Sulemanki).
4.	National Highways no.22	Ambala-Kalka-Shimla-Tibbet Road
5.	National Highways no.21	From Junction with N.H. No.22 to Chandigarh-Ropar-Bilaspur-Mandi-Manali.
6.	National Highways no.15	Pathankot-Kandla Road(Section Pathankot-Amritsar-Faridkot-Bathinda-Malout-Abohar-Usmankhera-Sriganganagar.

LIST OF STATE HIGHWAYS

Sr. No.	Name of the Highways	Name of the Raod
1.	State Highways no. 20.	Zira-Ferozpur –Fazilka
2.	State Highways no. 22	Kiratpur-Nangal-Hoshiarpur-Tanda-Amritsar
3.	State Highways no. 23	Jalandhar Cantt-Hoshiarpur-Dharamsala
4.	State Highways no. 24	Dasuya-Hoshiarpur-Garhsahnakar-Balachaur-Ropar
5.	State Highways no. 18	Kharar-Ludhiana-Ferozpur
6.	State Highways no. 16	Jalandhar-Nakodar-Moga-Kotakapura-Muktsar-Malout-Sriganganagar
7.	State Highways no. 16A	Moga-Baghapurana-Bhuchho-Bathinda-Dabwali
8.	State Highways no. 10	Chandigarh-Dhakauli-Rajpura-Patiala-Pattaran-Tohana-Hissar
9.	State Highways no. 11	Ludhiana-Sangrur-Patran-Jind
10.	State Highways no. 12	Patiala-Sangrur-Barnala-Bathinda
11.	State Highways no. 12A	Chandigarh-Chunikalan-Sirhind-Gobindgarh-Amlah-Nabha-Bhawanigarh-Sunam-Bhikhi-Kot Shamir
12.	State Highways no. 13	Dakha-Raikot-Barnala-Mansa-Sardulgarh-Sirsa
13.	State Highways no. 15	Ferozpur-Faridkot
14.	State Highways no. 17	Bathinda-Talwandi Sabo-Rori-Sardulgarh
15.	State Highways no. 19	Barnala-Badani Kalan-Moga-Harika-Khalra
16.	State Highways no. 8	Pehwa-Bhunarheri-Patiala

Annexure-G**LIST OF VILLAGES FALLING IN THE CHANDIGARH PERIPHERY**

Sr.No.	Name of Village	Hadbas No.
RAJPURA TEHSIL (Distt. Patiala)		
1	Birdadralla	8/1
2	Gulabgarh	9
3	Madhopur	11
4	Kakrali	13
5	Rauni	14
6	Sheikpur Khurd	15
7	Kasbabassi	15/1
8	Bakerpur	16
9	Haripurka Ram	17
10	Devinagar	18
11	Janetpur	19
12	Mukandpur	
13	Raje Majra	
14	Amlala	25
15	Bair Majra	26
16	Barauli	27
17	Bahori	28
18	Bahora	29
19	Karkaur	30
20	Shekhpur Kalan	31
21	Fatehpur	32
22	Ibrahimpura	33
23	Paragpur	34
24	Mamedpur	35
25	Dhanauni	36
26	Mothan Wala	37
27	Jagadhri	38
28	Isapur	39
29	Bakherpur	40
30	Shatabgarh	41
31	Ramgarh Bhudda	42

Sr.No.	Name of of Village	Hadbas No.
32	Singhpura	43
33	Bishanpura	44
34	Bishangarh	45
35	Lohgarh	46
36	Baltana	47
37	Dhakaula	48
38	Himmatgarh	49
39	Ghazipur	50
40	Nagla	51
41	Sanoli	52
42	Pirmach Wala	53
43	Birpirmach Wala	53/1
44	Kishanpura	54
45	Jangipur	207
46	Issapur	208
47	Bhankharpur	236
48	Basian	236
49	Mohaidan	237
50	Kurali	237
51	Khanpur Khadar	238
52	Machhli Kalan	238
53	Chuhar Majra	239
54	Machhli Khurd	240
55	Garolian	241
56	Biomajri	242
57	Pawala	243
58	Patton	244
59	Manakpur	272
60	Tasoli	273
61	Devinagar	274
62	Kalauli	276

63	Banur	280	98	Daun	27
64	Karala	281	99	Jandpur	28
65	Khizergarh	282	100	Jhungian	29
66	Azizpur	283	101	Fatehullapur	30
67	Rampur Kalan	284	102	Desumajra	31
68	Chhat	285	103	Ballomajra	32
69	Bir Chhat	286	104	Chhajumajra	33
70	Kishanpura	287	105	Baliali	34
71	Naraingarh	288	106	Sohana	35
72	Dialpura	289	107	Lakhnaur	36
73	Nabha	290	108	Landran	37
74	Mirpur	356	109	Bairanpur	38
75	Mubarkpur	357	110	Manakmajra	39
76	Raibitpur	358	111	Bhagomajra	40
TEHSIL KHARAR (Distt. Ropar).			112	Ledi	41
77	Dhurali	1	113	Manjpur	42
78	Raipur Khurd	2	114	Bharatpur	43
79	Chilla	3	115	Saidpur	44
80	Maulivaidwan	4	116	Sawara	45
81	Tarafkhumbra	5	117	Maggar	46
82	Kumbra	6	118	Rasanhari	47
83	Mataur	7	119	Gabemajra	48
84	Madanpur	8	120	Rangian	49
85	Siahimajra	9	121	Jhanjehri	50
86	Mohali	10	122	Popna	51
87	Mastgarh	16	123	Niamian	52
88	Togan	17	124	Basian	53
89	Dhanauran	18	125	Dhabali	54
90	Chaharmajra	19	126	Bharakkhurd	55
91	Tira	20	127	Dharak Kalan	56
92	Manana	21	128	Majatri	57
93	Jhampur	22	129	Makran	58
94	Behlolpur	23	130	Todar Majra	59
95	Raipur	24	131	Majat	60
96	Barmajra	25	132	Chunikhurd	61
97	Balongi	26	133	Shakrunapur	69

134	Bajheri	70
135	Badali	71
136	Pirsohana	72
137	Simbalmajra	73
138	Rurkeepukhia	74
139	Bhagomajra	75
140	Daumajra	76
141	Rudiala	77
142	Phukhri	78
143	Abhipur	79
144	Jakharmajra	80
145	Tiwar	81
146	Rurkeekham	82
147	Shiamipur	83
148	Malikpur	84
149	Ranaimajra	85
150	Bahalpur	86
151	Phantwan	87
152	Naglian	88
153	Khairpur	89
154	Suhali	90
155	Tirtha	91
156	Alapur	92
157	Bhajauli	93
158	Ghataur	94
159	Soahauran	95
160	Hussanpur	96
161	Lakhnaur	97
162	Shahpur	98
163	Naggal	99
164	Nanheri	100
165	Singhpur	101
166	Rakauli	102
167	Shekhpura	103
168	Andhari	104
169	Baraudi	105

170	Fatehgarh	106
171	Jhingran	108
172	Kanauran	109
173	Mundon Mastana	134
174	Mundon Bhao Singh	135
175	Mundon Sangtian	136
176	Naggal	137
177	Gunemajra	138
178	Mehrampur	139
179	Thanagobindgarh	142
180	Mehrauli	143
181	Jhandemajra	144
182	Khera	145
183	Sangatpura	146
184	Majri	147
185	Sialba	148
186	Fatehpur	149
187	Chandpur	150
188	Khadimajra	151
189	Rasidpur	152
190	Dhakorankhurd	153
191	Dhakorani Kalan	154
192	Bhoot Garh	155
193	Kartarpur	156
194	Kansala	157
195	Takipur	158
196	Hoshiarpur	159
197	Bharaunjian	160
198	Devinagar	161
199	Salamatpur	162
200	Rasualpur	163
201	Dhodemajra	164
202	Ratwara	165
203	Paintpur	166
204	Sainimajra	167
205	Wasepur	168

206	Ghandauli	169
207	Bhagatmajra	170
208	Sangalan	171
209	Raihmanpur	172
210	Palheri	173
211	Thaska	174
212	Tarauli	175
213	Sihanpur	176
214	Hassanpur	177
215	Hassianpur	178
216	Chandon Gobindgarh	179
217	Nanumajra	180
218	Harlalpur	181
219	Aujalan	182
220	Khanpur	183
221	Mundi Kharar	185
222	Santemajra	186
223	Khunimajra	187
224	Badala (Naya Shahar)	188
225	Cholta Kalan	189
226	Naggal Phojgarh	190
227	Tirpuri	191
228	Tolemajra	192
229	Kailon	193
230	Chapar Ghri Khurd	194
231	Chapar Ghri Kalan	195
232	Lamba	196
233	Kambali	225
234	Kambala	226
235	Dharamgarh	227
236	Shafipur	228
237	Landiali	229
238	Kandala	230
239	Bhabatt	234
240	Zirakpur	235
241	Alipur	252

242	Jhoorhari	253
243	Jagatpur	261
244	Kaurumajra	262
245	Rurka	263
246	Rakarpur	264
247	Dari	265
248	Siaau	266
249	Matran	267
250	Chachumajra	268
251	Papri	269
252	Manauli	270
253	Sainimajra	271
254	Chaumajra	272
255	Patton	273
256	Kurali	274
257	Sekhanmajra	275
258	Kurara	276
259	Manakpur Kallar	277
260	Tangauri	278
261	Matemajra	279
262	Mindhamajra	280
263	Gigamajra	281
264	Nogiari	282
265	Drari	283
266	Bathalana	284
267	Gudana	285
268	Dhelpur	286
269	Dhirpur	287
270	Saneta	288
271	Sukhgarh	289
272	Pathsohana	290
273	Nanumajra	291
274	Sambalki	292
275	Dhol	293
276	Raipur Kalan	294
277	Shiampur	295

278	Gobindgarh	296
279	Patran	297
280	Soiamajra	298
281	Chudiala	299
282	Bariwala	300
283	Gidarpur	301
284	Labangarh	319
285	Khizara Bad	322
286	Kuba Hori	323
287	Mianpur	324
288	Tarapur	325
289	Mirjapur	326
290	Burana	327
291	Gochar	328
292	Abhipur	329
293	Manakpur Sharif	330
294	Rajgarh	331
295	Majra	332
296	Sultanpur	333
297	Palhanpur	334
298	Ranguana	335
299	Khadri	336
300	Dulwan	337
301	Siswan	338
302	Choti Bari Naggal	339
303	Paraul	340

304	Ferozepur Bhangar	341
305	Mulanpur Garibdas	342
306	Majrian	343
307	Soonk	344
308	Sangriwala	345
309	Milak	346
310	Choti Bari Parachh	349
311	Nada	350
312	Karoran	352
313	Kansal	354
314	Madan Heri	364
315	Dehkalan	365
316	Nabipur	366
317	Padiala	379
318	Mamumpur	381
319	Lehra	382
320	Cholta.	385
321	Pannuan	386

Annexure-H**AGREEMENT FORMAT
(CABLE TV NETWORK)**

**AGREEMENT BETWEEN
PUNJAB STATE POWER CORPORATION LIMITED**

AND _____

This agreement for use of PSPCL Poles to lay cable for TV Network ("The Agreement") entered into on this _____-day of _____ 200__ between PUNJAB STATE POWER CORPORATION LIMITED having its headquarters at The Mall, Patiala, Punjab, India(hereinafter referred to as the "PSPCL", with expression shall unless repugnant to the context or meaning thereof shall include its successors and assigns), as Party of the first part, and _____(hereinafter referred to as the "NETWORK OPERATOR", which expression shall, unless repugnant to the context or meaning thereof include its permitted successors and permitted assigns), as Party of the second part.

WHEREAS, the PSPCL has installed transmission and distribution network for the transmission and distribution of electrical energy in the State of Punjab.

WHEREAS the Network Operators has requested the PSPCL for grant of permission for using its distribution poles for laying cables for cabled transmission/distribution of television signals in the city of _____(Punjab).

WHEREAS in view of the vast benefits that would accrue to the people in _____(Punjab) in terms of information flow through this scheme, PSPCL has decided to permit the Network Operator to use its electricity distribution poles for laying appropriate cable network subject to conditions stipulated in this Agreement .

NOW THEREFORE, in consideration of the premises and mutual covenants and conditions set forth therein it is agreed by and between the parties as follows:-

ARTICLE-I**DEFINITIONS**

1.1 DEFINITIONS: For the purpose of this Agreement:

- (1) Cable: means co-axial, optical Fibre or Hybrid cable or any other device which transmits audio, video or audio-video signals.
- (2) Cable Network: means any system consisting of a set of closed transmission paths and associated signal generation control and distribution network, designed to provide cable service for reception by subscribers.
- (3) Company: means a company as defined in section-3 of the companies Act,1956.
- (4) Franchisee: means a person licensed by the Network Operator to use his software for providing signal to Cable Network and includes his legal heirs, successors and executors etc. The franchises shall hold valid registration under Cable Television Network (Regulation), Act,1995 and rules framed thereunder as amended from time to time.
- (5) GOP: means Govt. of Punjab.
- (6) Local Authority: means a Municipal Corporation, Municipal Committee, Notified Area Committee, Gram Panchayat, Distt. Board or other authority legally entitled to or entrusted by the Govt. with the control or management of municipal or local fund.
- (7) Network Operator; means any person who provides service through cable network for generation and/or distribution of television signals or otherwise controls or is responsible for the management and operation of a cable network and includes his duly appointed "Franchisee".

- (8) Person: means:-
- (i) An individual who is the citizen of India.
 - (ii) An association of individuals or body of individuals whether incorporated or not, whose members are Citizens of India.
- (9) Programme: means an television broadcast and includes:
- (i) Exhibition of films, features, dramas, advertisements and serials through VCRs or VCPs
 - (ii) Audio or visuals or audit visuals live performance or presentation and expression programming service shall be constructed accordingly.
10. PSPCL: means PUNJAB STATE POWER CORPORATION LIMITED, a Govt. of Punjab Corporation notified under Electricity Act-2003.
11. Subscriber: means a person who receives the signals of cable network at a place indicated by him to the Net Work Operator without further transmitting it to any other person.
- 1.2 All other words and expressions used herein and not defined herein but defined in the Electricity Act-2003, The Cable Television Networks (Regulation), Act 1995 and applicable to this agreement shall have the meaning respectively assigned to them.
- 1.3 The heading and paragraph numbering in this Agreement are for reference only and shall not affect the interpretation or construction of this Agreement.
- 1.4 Words referred to in the singular only will also include the plural and vice versa where the context specifically requires.
- 1.5 Reference to natural persons includes bodies corporate and partnerships.
- 1.6 Reference to any agreement, enactment, ordinance or regulation includes and amendment thereof or any replacement in the whole or in part.
- 1.7 Reference to Articles and Annexures are unless the context otherwise requires, reference to Articles and Annexures of this Agreement.

ARTICLE-2

TECHNICAL TERMS & CONDITIONS

- 2.1 The network operators shall abide by the terms and conditions, regulations etc. if any, formulated by the Govt. of Punjab/India from time to time by way of legislations, Govt. Orders etc. He shall bear all inspection costs and fees etc. required to be deposited by duly appointed authority under the Govt. order/legislation etc.
- 2.2 **LAYING OF CABLE**
- 2.2.1 The PSPCL shall allow Network Operator to string lay cab using its poles in the city of_____. Only insulated bearer messenger wires should be drawn by Network Operator alongwith the cables and properly clipped at regular intervals. These wires should be firmly fixed to the electrical poles using suitable clamps and reel insulators. At no point, the cables should be allowed to come into direct contact with the electric poles etc. No bare conductor either in the form of wire or support wire shall be drawn along the insulated cables. In case the insulated G.I. Wire or other support wire is to be strung to building structures or other electricity conducting materials, necessary plastic or

porcelain insulators should be provided on the wire. The above guidelines have to be strictly adhered to during initial installation and later on for maintenance of the cable.

- 2.2.2 The Network Operator shall use his own clamps and fixtures, tools and instruments and labour for carrying/fixing cables of the TV Network to P.S.P.C.L. Poles. No claim whatsoever shall be entertained by P.S.P.C.L. on this account. All materials(Cables , clamps, fixtures and any other hardware) required to be used by the Network Operator shall conform to relevant standards laid down by Bureau of Indian Standards or as prescribed by PSPCL/Punjab Govt. from time to time.
- 2.2.3 All the works of stringing cables of TV network, giving individual connections to subscribers and subsequent maintenance of the Network System would be carried out by the Network System would be carried out by the Network Operator, with overhead electrical line in position and being live i.e. no shutdown of electrical lines may be provided to the Network Operator for carrying out his work.
- 2.2.4 All the works required to be carried out by the Network Operator shall conform to safety regulations and instructions issued by Electrical Inspectorate of Govt. of Punjab or any other related agency of Govt. of Punjab/ PSPCL, and shall be in line with the rules/regulations made under EA, 2003.
- 2.2.5 Erection of cable & subsequent maintenance and service connection should be carried out by the person duly authorized by Chief Electrical Inspector, Punjab to work on live, L.T.Lines only under the supervision of the authorized personnel of the PSPCL adopting all safety procedure as required for power lines.
- 2.2.6 The system for laying the TV cable on the electric poles to be used by the Network Operator will have to be got approved by him from Chief Electrical Inspector(CEI) or any other prescribed authority.
- 2.3 **CLEARANCES:**
- 2.3.1 A minimum ground clearance of 3.05 metres shall be maintained by Network Operator for the cable taken along the streets/roads.
- 2.3.2 A minimum clearance of 1.2 metres shall be maintained by Network Operator between the cable and the lowest conductor of PSPCL distribution lines i.e. any functional conductor including that of the street main or any earthed conductor.
- 2.3.3 When the Cables are taken across the roads, the minimum ground clearance to be maintained is 5.8 metres. Wherever this is difficult to achieve, at the same time maintaining a minimum of 1.2 metres clearance from the lowest conductor of power line, underground cables may be used at such road crossing after obtaining approval from the concerned local authority, PWD/GOP. For mechanical strength, the cable may be encased in suitable insulated pipes.
- 2.3.4 For Crossing Railway line, work will be carried out only after obtaining permission of concerned Railway Authority by Network Operator at his own cost. The Network Operator would be responsible to meet with clearances and other requirements of Railway Authorities may not allow overhead crossing of Network Cable due to electrification of railway tracks).
- 2.4 **INSULATION VOLTAGE GRADE**
In order not to allow leakage of current passing into G.I. bearer wire or conductor of the cable, consequent to any snapped power line falling on it, the PVC insulation of the cables as well as for the insulated bearer wires shall be graded for a voltage of not less than 650 V.

2.5 INSPECTION

The cables and supports of the cable network shall be subject to inspection by the PSPCL officer/officials whenever necessary and Network Operator shall carry out any improvement and modifications pointed out by them to conform with the safety procedures as required for power lines. Necessary arrangements shall be made by Network Operator to replace immediately and ruptured/deteriorated cable, if pointed out by the staff of the PSPCL.

2.6 LIABILITY FOR ACCIDENTS:

2.6.1 In case of any accident to men/animals/equipments occurring due to snapping of electric conductor over TV cable, or on account of the cable coming into contact with any parts of the electrical installation which have become live for any reason. PSPCL shall not be held responsible and no liability for damages/compensation what-so-ever either by Network Operator or by any of their subscribers or general/affected public shall lie upon PSPCL. Network Operator alone will be held responsible for any loss or damages caused to it or to its subscribers or others in such circumstances. The Network Operator would indemnify and keep the PSPCL indemnified/protected against any such loss or compensation of claim being filed by any third person against PSPCL on account of any death/ injury or damage occurring as a result of the act/omission of the network operator or his agent/ employees/ assignees.

2.6.2 PSPCL shall not have liability in respect of claims under Workmen Compensation Act or otherwise made by the employees of the Network Operator consequent to any accident during their course of employment under Network Operator.

2.7 GENERAL

2.7.1 Network Operator shall submit plans of utilization of ___poles(minimum of 100 poles and in multiples of 25 poles thereafter subject to maximum of 975 poles) to be hired to PSPCL before or after signing the Agreement as per his requirement. The plans/ sketches shall indicate full details of the poles to be utilized viz name of the locality/transformer(s) & route wise single line diagram of each respective L.T.Lines emanating from 'H' Pole. Superintending Engineer (DS) of the respective Circles shall evolve the procedure for proper utilization/avoiding mis-utilization of poles by the Operator. For this each pole to be hired shall be properly identified & identification mark shall be displayed by the Network Operator on respective pole while laying the cable. Sketches once finalized will not be changed during the financial year. Sr.Xen(Tech) shall act as Nodal Officer in case area of a Cable Operator falls in one Circle. However, in case Cable Operator Area falls under more than one Circle then SE/HQs shall act as a Nodal Officers to monitor the implementation &ensure compliance of various provisions of the agreement by the Operator.

2.7.2 Network Operator shall intimate his Schedule of Installation of cable to concerned Superintending Engineer(s) (DS) of PSPCL before commencement of the installation work under their jurisdiction. He shall also inform concerned Sr. Executive Engineer(s)(DS) and Sub Divisional Officer(s)(DS) of the area immediately before taking up the installation work. Prior intimation for taking up maintenance of already installed network shall be given to authorized representative of concerned SDO(s)(DS)

2.7.3 The officers and/or workmen of the PSPCL shall have the right to dismantle and disconnect any cable, while doing maintenance work of electrical lines. Prior intimation will be given by the officer in charge to Network Operator or his authorized representative for planned scheduled shutdown. In case the cable, in any part, is required to be removed permanently for any bonafide purpose of the GOP/ PSPCL /Local authorities etc. viz City beautification, widening of roads etc. PSPCL shall be free to do so and the Network Operator or its

subscribers will not be eligible for any compensation or other claims on that account from the PSPCL. The Network Operator shall make alternative arrangements at his own cost in such an event.

- 2.7.4 PSPCL will not be responsible for any interruption and/or interference caused to the quality of either or both of the video/audio signals due to the proximity of 11 KV, 33 KV, 66 KV or other extra high tension lines to the network cable or due to any other reason whatsoever.
- 2.7.5 Under no circumstances Network Operator shall interfere with the smooth functioning of the transmission & distribution of power by the PSPCL. Further, the Network Operator shall ensure that his cable TV network does not cause any interference/impact on PSPCL's communication system.
- 2.7.6 All the works(capital as well as maintenance) required to be carried out by the workmen of Network Operator would be carried out only during 9.00 A.M. to 5.00 P.M.
- 2.7.7 In case the Network Operator uses any pole of street lighting owned by Municipal Corporation /Committee /NAC /PUDA /Improvement Trust/ Housing Board etc. in the city / town / area, he will have to seek permission from respective authority for its use.
- 2.7.8 The Network is to be laid on already installed poles of PSPCL. PSPCL will not entertain any request from Network Operator for installation of additional poles for his use.
- 2.7.9 In case, any LT/HT line, on which TV network cable is already laid by Network Operator is dismantled/sifted by PSPCL, no compensation /loss/ additional expenditure whatsoever shall be paid/made good by PSPCL to operate for dismantlement/shifting of network cable by the operator. However, PSPCL will give sufficient advance notice of its intention to dismantle/shift such lines to the Network Operator.
- 2.7.10 The Network Operator shall arrange its own accommodation to house communication and other associated equipment, PSPCL will not under any circumstances allow the use of its infrastructure for such type of facilities.
- 2.7.11 The permission to use PSPCL poles by any Cable Operator shall not be exclusive in nature i.e. one pole can be used by any number of Operators depending upon site conditions as well as strength of the pole and PSPCL shall charge full rental charges from each Operator.
- 2.7.12 There should be proper identification e.g. metallic tags etc. on the cables of the operators at each pole. Lack of proper identification mark on cable will involve removal of cables as well as attract penal action for unauthorized use against Cable Operators.

ARTICLE-3

COMMERCIAL TERMS & CONDITIONS

3.1

PAYMENT:

In consideration of facilities provided by the PSPCL Network Operator shall make payment as per rates notified from time to time to the PSPCL for utilizing minimum 100 poles & in multiple of 25 poles thereafter for running his Cable Network in the city of _____ before executing this agreement. In case Network Operator needs to hire more number of poles, he shall immediately approach PSPCL for permission alongwith supplementary plan & requisite charges shall be deposited by him .

3.2

PENALTY FOR UNAUTHORIZED USE OF POLES:

In case at any time the operator is found using poles more than permitted, he shall have to pay charges @ Rs.300/- per pole for minimum 25 poles or in multiple of 25 irrespective of actual number of poles detected for the entire year of agreement & his agreement shall stand automatically amended for the revised no. of poles for future.

3.3 **FREE FACILITIES/BENEFITS ETC.**

3.3.1 **BENEFITS TO THE STATE GOVERNMENT:**

- a) Messages of national & social importance will be shown for the benefit of general public.
- b) Deputy Commissioner / Sr. Supdt. of Police / municipal Corp. Commissioner & others will be allowed to directly communicate through Cable TV network.
- c) The Network Operator will work very closely with the local administration & all the local problems & information will be communicated to the Public.
- d) Government policies shall be propagated through Cable T.V.
- e) Live Coverage of; important city events will be made.
- f) Opportunity for local talent shall be provided.

3.3.2 **BENEFIT TO PSPCL:**

- a) Network Operator would play PSPCL's promotional material. Promotional films could be on topics such as overloading of circuits, electrical energy conservation, guidelines for avoiding electrical accidents & PSPCL image building etc. He would shoot edit and process PSPCL commercial information free of cost. PSPCL can provide list of defaulters of its electricity bills on computer floppy & forward the same to Network Operator which will be relayed for effecting payment. These activities will be undertaken by Network Operator free of cost.
- b) Announcement in respect of power cuts, load shedding maintenance hours supply schedule & payment schedules etc. would also be relayed without any charges.
- c) Two exclusive channels for giving publicity material shall be at the disposal of PSPCL.
- d) 600 seconds per week free time shall also be provided for social, economic advertisement in general public interest on the main channel.

3.4 **RESPONSIBILITY FOR FINANCIAL LOSS:**

Any financial loss caused to the PSPCL while installing the cable, either by damage to its property or power failure shall be borne by Network Operator.

3.5 **TERMINATION:**

PSPCL reserves the right to terminate the agreement even before the expiry of the term of the agreement with three month notice, if continuance of the agreement is felt to be prejudicial to the interest of PSPCL or there has been continuous breach of any terms & conditions of the agreement for three months or more by the Network Operator.

3.6 **VALIDITY:**

The agreement shall come into force from the date of execution and shall remain valid for the particular financial year.

3.8 **RENEWAL OF AGREEMENT**

The period of agreement shall be for one year or less depending upon the time period left in that particular financial year reckoned from the date of agreement. However, this may be renewed on mutually agreed terms and conditions.

- 3.9 **TAXES:**
All taxes/cess imposed by any Govt. authority including the local authorities will be borne by Network Operator.
- 3.10 **INDEMNIFICATION:**
The Network Operator shall indemnify and keep harmless the PSPCL, against any expenses that may be incurred in connection with any suit or other proceedings filed in any court of law or before any authority in respect of any matter relating to and/or arising out of the distribution of TV signals through the cable of the Network Operator using the Poles of the PSPCL.
- 3.11 **GENERAL:**
The Network Operator may use _____ No. of poles as per their expressed requirement in the city of _____. Any additional pole required by him exclusively for his system shall be provided by him at his own cost and PSPCL shall not be liable for the same in any way. The poles can also be used by Network Operator or by its Franchisee(s) with whom he has entered into valid Franchisee Agreement. Amount contracted for laying Cable Network shall be chargeable on lumpsum basis without any reference or dependence on the number of poles actually used by the Network Operator.

ARTICLE-4

ARBITRATION

- 4.1 **INFORMATION DISPUTE RESOLUTION:**
- a) Each party shall designate in writing to the other party a representative who shall be authorized to resolve any dispute arising under this agreement in an equitable manner.
 - b) If the designated representatives are unable to resolve a dispute under this agreement within 15 days, such dispute shall be referred by such representative to a senior officer designated by the company and a Sr. Officer designated by the PSPCL respectively who shall attempt to resolve the dispute within a further period of 15 days.
 - c) The parties hereto agree to use their best efforts to attempt to resolve all disputes arising out of or in relation to this agreement promptly, equitably and in good faith and further agree to provide each other with reasonable access during normal business hours to any and all non privileged records, information and data pertaining to any such dispute.
- 4.2 **ARBITRATION:**
- a) in the event that any dispute is not resolved between the parties pursuant to Article 4.1, then such dispute shall be settled exclusively and finally by Arbitration. It is specifically understood and agreed that any dispute that can not be resolved between the Parties, including any matter relating to the interpretation of this Agreement shall be submitted to Arbitration irrespective of the magnitude thereof and the amount in dispute or whether such dispute would otherwise be considered justifiable or ripe for resolution by any Court of Arbitral Tribunal. This Agreement and the right and obligations of the parties hereunder shall remain in full force and effect pending the Award in such Arbitration proceedings, which award shall determine whether and when termination of this Agreement if relevant, shall become effective.
 - b) Each Arbitration shall be conducted in accordance with Arbitration and Reconciliation Act 1996 and subsequent amendments, if any.
 - c) Arbitration shall be conducted at _____.

- d) The language to be used on all written documents provided in each Arbitration should be English.
- e) Any decision or award of an Arbitral Tribunal appointed pursuant , to this Article 4.2 shall be binding upon the parties. The parties waive any rights to appeal or any review of such award by any court or Tribunal of the Competent Jurisdiction. The Parties agree that any Arbitration Award made may be enforced by the parties against assets of the relevant party wherever those assets are located or may be found and judgement upon any Arbitration Award may be entered by any Court of Competent Jurisdiction thereof. The parties expressly submit to the jurisdiction of any such court.
- f) All Arbitration Awards shall be denominated in the Indian Rupees.
- g) Any Arbitration proceedings or award rendered hereunder and the validity, effect and interpretation of this Articles shall be governed by Laws in India.

4.3 CIVIL COURT JURISDICTION

For the purpose of legal proceedings in any manner connected with arbitration agreement and arbitral proceedings/orders etc. the civil courts at_____shall have jurisdiction as agreed between the parties.

WITNESSES

FOR AND ON BEHALF OF (OPERATOR)

- 1.
- 2.

**FOR AND ON BEHALF OF
PUNJAB STATE POWER CORPORATION LIMITED**

ANNEXURE-I**EXTRACT OF SUPPLY CODE REGULATION-9 (Amended)****9. Power to recover expenditure**

Provided that charges payable will not be less than those computed on per KW/KVA basis.

- 9.1 Subject to the provisions of the Act and these Regulations and subject further to such directions, orders or guidelines which the Commission may issue, every PSPCL is entitled to recover from an applicant requiring supply of electricity or additional load/demand, any expenses that the PSPCL may incur in providing the facility. The expenditure recoverable by the PSPCL will be computed as detailed in Regulations 9.1.1, 9.1.2 and 9.1.3.

9.1.1 For new connections**(i) Domestic, Non-Residential, Industrial and Bulk Supply categories:**

- (a) The applicant requesting the PSPCL for a new connection under Domestic, Non-Residential, Industrial and Bulk Supply categories will be required to pay per KW/KVA charges as approved by the Commission. Such charges will be payable by an applicant where the load/demand required is upto and including 500 KW/500 KVA and the length of the service line is upto one hundred metres for Domestic & Non-Residential Supply category and two hundred fifty metres for Industrial and Bulk Supply categories.

Where the length of the service line exceeds the above prescription for the applied category, the applicant will also pay for the additional expenditure for the extra length on actual basis at the rates approved by the Commission.

- (b) Where load/demand required exceeds 500 KW/500 KVA, the applicant will be required to pay per KW/KVA charges as approved by the Commission or the actual expenditure for release of connection, whichever is higher.
- (c) The applicant seeking supply at voltage of 33000 volts and above, will be liable to pay the expenditure incurred for providing the service line and proportionate cost of back-up/common line (33000 volts or above) upto the feeding substation including bay, if any.

Provided the charges payable will not be less than those computed on per KW/KVA basis.

- (ii) **Agriculture pump set (A.P. Supply)** : The applicant seeking a new connection under AP category will pay charges (per BHP/KW) as approved by the Commission. Such charges will be payable where length of the required service line is upto five hundred meters. In case a service line of more than 500 metres is required for release of a connection, the consumer will be liable to pay on actual basis for additional length of service line at the rates approved by the Commission.
- (iii) **Railway Traction:** In the case of an application under the Railway Traction category, actual cost of 132 KV/220 KV line including cost of controlling bay/switchgear as the case may be will be payable.
- (iv) **Street Lighting** : The applicant seeking connection under Streetn Light category will pay per KW charges as approved by the Commission.
- (v) A connection/load/demand will ordinarily be released in the seniority to be determined as specified in the Condition of Supply. However, the PSPCL may draw up a policy for out of turn release of co`nnection/load/demand including the charges payable in such cases and seek the approval of the Commission thereto. An applicant seeking out of turn release of a connection/load/demand under this policy will be required to pay per BHP/KW/KVA charges or the actual expenditure (comprising of extending high voltage line, step down sub station and cost of service line) incurred in providing the connection/load/demand whichever is higher.

9.1.2 For additional load**(i) Domestic, Non-Residential, Industrial and Bulk Supply categories:**

- (a) The consumer applicant requesting the PSPCL for additional load/demand will pay per KW/KVA charges as approved by the Commission. Such charges will be payable by a consumer where the total load including existing load is upto

500 KW/500 KVA and/or the length of the service line is upto one hundred metres for Domestic and Non-Residential Supply category and two hundred fifty metres in the case of Industrial and Bulk Supply categories.

Where the length of the existing service line is more than the limit prescribed above and additional load/demand necessitates augmentation of the existing service line, the applicant will, in addition to per KW/KVA charges, be required to pay the actual cost of augmentation for the length of service line beyond the prescription as indicated above, at the rates approved by the Commission.

- (b) Where total load including existing load exceeds 500 KW/500 KVA, the consumer will pay per KW/KVA charges for the additional load/demand as approved by the Commission or the actual expenditure for release of load/demand, whichever is higher.
- (c) In case of a consumer with supply voltage of 33000 volts and above, the consumer will only be liable to pay the cost of the service line and proportionate cost of back-up/ common line (33000 volts or above) including bay, if any.

Provided that where a HT/EHT consumer having a sanctioned load/contract demand exceeding 500 KW/500 KVA who has paid the actual cost of HT or EHT service line or feeder, requests for additional load and such load can be fed from the same line without any augmentation, then the HT consumer would be liable to pay only the proportionate cost of HT main and feeding sub station. An 33000 volts or EHT consumer would be liable to pay only the proportionate cost of back up/common line (33000 volts or above) upto the feeding sub station including bay.

- (ii) **A.P. Supply** : A consumer seeking additional load under this category will pay charges (per BHP/KW) as approved by the Commission. These charges will be payable where the length of the service line is upto five hundred metres.

Where the length of the existing service line is more than five hundred metres and the provision of additional load necessitates augmentation of the existing service line, the applicant will be only required to pay the actual cost augmentation for the length of service line beyond the prescription as indicated above, at the rates approved by the Commission.

- (iii) **Railway Traction** : In the case of additional demand in this category, actual cost of augmentation of 132 KV/220 KV line including cost of controlling bay/switchgear as the case may be, will be payable.
- (iv) **Street Lighting**: Consumers seeking additional load in this category will pay per KW charges as approved by the Commission.

9.1.3 Temporary Supply: An applicant in this category will pay for the expenditure for providing temporary connection as under:

- (a) Cost of erection and dismantling of relevant works including consumables.
- (b) Service line/electrical plant rentals as approved by the Commission

9.2 The PSPCL will, unless otherwise specified in these Regulations or by an order of the Commission, fulfill the obligation to supply electricity to the premises, without claiming any payment or reimbursement from the applicant of any expenditure, if such expenditure has been incurred or is to be incurred by the PSPCL under any scheme approved by the Commission or where such expenditure is otherwise allowed to be recovered by the PSPCL as a part of the revenue requirements of the PSPCL.