

Standard Operating Procedure (SOP) for issuance of NOC to Colonies

As per the provisions of **Regulation 12(4) of the Supply Code–2024** notified by Hon'ble PSERC:

“The NOC shall be issued by the licensee within 45 days of the receipt of proposal complete in all respects along with requisite documents and processing fee, subject to furnishing of Bank Guarantee (BG) to the satisfaction of the licensee.”

Accordingly, the following Standard Operating Procedure (SOP) has been adopted by PSPCL for processing NOC cases through the Online Single Window System:-

A. NOC cases processing at Field office Level (For Estimated Load up to 4000 kVA)

S. No.	Step Description	Responsible Officer	Timeline (Days)
1	Developer uploads NOC-related documents and pays the processing fee on Single Window.	Developer	-
2	Verifies documents and forwards 35% BG demand letter to SE/DS.	XEN/DS	10
3	Reviews and issues 35% BG letter to Developer.	SE/DS	5
4	Submits 35% BG to SE/DS.	Developer	-
5	Forwards BG to XEN/DS for bank verification.	SE/DS	4
6	Submits technical proposal and Draft NOC letter to SE/DS.	XEN/DS	12
7a	Reviews proposal and issues NOC (if load \leq 2000 kVA).	SE/DS	7
7b	Forwards to CE/DS for approval (if load $>$ 2000 kVA and \leq 4000 kVA).	SE/DS	
8	Approves and issues NOC.	CE/DS	7

Note:

- NOC cases with estimated load \leq 2000 kVA are handled at the SE/DS level.
- NOC cases with estimated load $>$ 2000 kVA and \leq 4000 kVA require approval from CE/DS.

B. NOC cases processing by the office of CE/Commercial (for Estimated Load above 4000 kVA)

S. No.	Step Description	Responsible Officer	Timeline (Days)
1	Developer uploads NOC documents and pays processing fee on Single Window.	Developer	-
2	Verifies documents and forwards 35% BG demand to SE/DS.	XEN/Nodal Officer (CE/Commercial)	10
3	Reviews and issues 35% BG letter to Developer.	SE/DS	5
4	Submits 35% BG to SE/DS.	Developer	-
5	Verifies BG with bank and forwards it with technical proposal to XEN/Nodal Officer.	SE/DS	14
6	Submits NOC noting and draft NOC letter to SE/Regulation.	XEN/Nodal Officer	8
7	Reviews NOC noting and forwards case to CE/Commercial.	SE/Regulation	8
8	Approves and issues NOC.	CE/Commercial (Patiala)	

Note:

- NOC cases with load above 4000 kVA are processed centrally under the office of CE/Commercial, Patiala.
- In this case, Xen/ Nodal Officer handles coordination and initial scrutiny.