

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

An application for electric connection should be made on the prescribed form obtainable free of cost from the local office of the Nigam except for HT industrial supply connection, where complete brochure containing application form can be obtained by making payment of Rs. 200/-. As soon as application on the prescribed form CS-I is received from a prospective consumer in the Nigam's Local office it will be scrutinized by the consumer clerk and any short coming noticed therein, should be immediately got rectified from the applicant. The receiving clerk should see that all the columns mentioned in the application are properly filled in and the items, which are not applicable, are scored out to avoid confusion. The complete file shall be passed on to the concerned JE/AFM on record to ascertain the technical feasibility for release of connection as well as defaulting amount if any. The file will be returned to the consumer clerk after doing the needful by the JE/AFM. In case the application can be accepted, the consumer shall be asked to deposit the amount of ACD, meter security, processing charges, fixed service connection charges/development charges or any other charges as per the Schedule of General and Miscellaneous Service Charges. In case of H.T. Supply, application brochure shall be accepted by the load sanctioning authority and shall be forwarded to the concerned SDO (OP) for checking technical feasibility, after ascertaining that the applicant has completed all paper formalities.

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

NOTE:

1. No interest shall be payable on the amount of Advance consumption deposit. Interest at the applicable rates shall be paid on the amount of meter security by making adjustment through energy bill. However no interest will be payable on meter security where the connection is disconnected within a year of connection.

2. The Government departments centre and states i.e. including Railways, Government Educational Institutions are exempted from the ACD but all the corporate and Semi Government bodies such as colleges and L.I.C. are required to deposit the requisite ACD like other consumers.
 3. The ACD of LT/HT Industrial supply consumers can be taken in installments as per the schedule of the General and Miscellaneous charges.
 - i) The facility of installments will not be allowed to existing consumers seeking extension of load.
 - ii) The date of final installment will be the deemed date for depositing full amount of security for the purpose of accrual of interest etc.
 4. Nigam employees are exempted from security deposit for one domestic connection.
3. The full particulars of the application should then be entered in the Service Register (E.B. form CS.2) in ink except the load applied for which should be entered in Pencil. The column meant for advance consumption deposit should also be completed simultaneously.
4. The consumer clerk will then enter the application No. and date of receipt as per entry in the Service Register on the application form in the space prescribed for it and acknowledges the receipt of the same to the applicant. This acknowledgement shall form the basis of all future correspondence between the Nigam and the applicant till the connection is actually given. At the end of the day, the consumer clerk will supply a list of the applications entertained by him during the day giving the Consumer's name, application No. and Advance consumption deposit receipt No. to the Cashier who will enter the application No. on the Main Cash book from where the consumer's Advance Consumption Deposit/ meter security deposit register will be posted afterwards.
5. The grant of electric connection to the minors or below the age of 18 years should be avoided.

NOTE:

The procedure mentioned above will also be applicable to grant of connections for temporary structures, e.g. wooden stalls, khokhas, booths, etc. provided that:

- i) The amount of ACD/meter security will include the cost of meter, fuses, meter box, sundries, plus overheads and adequate amount to cover payment for one or two month's energy bills. Ordinarily this amount should calculate to four times the normal rates or so, and
- ii) The construction of the structure has been duly authorized by the Local Authority under its byelaws.

6. Check list for submitting the new application form for taking electric connection is as under: -

The new applicant will submit his, duly filled, application form along with the following documents: -

- (i) Photo of the applicant.
- (ii) Location sketch of the premises.
- (iii) Proof of ownership of premises/ if tenant than registered rent agreement.
- (iv) Any one of the identity documents such as election commission identity card, ration card, Driving License, PAN No., Passport, employer identity card.
- (v) Bank account number of any Bank.
- (vi) Certificate from Municipal Committee regarding location of premises within the authorized area limit /colony.

OR

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

- (vii) List with names of family members/ Joint family members (father, mother, brother, sister, son, daughter etc.)
- (viii) Detail of any connection previously existing in the premises.
- (ix) Photo copy of latest Electricity Bill of witness
- (x) For the applied load, more than 10 kW, an undertaking on NJSP from surety on the prescribed format be obtained.

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

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

certificate for different loads is notified as under: -

- a) Cases having Contract Demand upto 2000 kVA SE/(OP) concerned.
 - b) Cases having Contract Demand above 2000 kVA except cases involving augmentation or creation of transmission system. CE (OP) concerned.
 - c) Cases involving augmentation or creation of transmission system GM/Commercial with the approval of Director(OP)
- iii) The earnest money @ Rs. 5/- per kW to be deposited by the consumer for issuance of prior commitment certificate may be booked to the same head of account to which the 'Application Processing Charges' are being booked. The applicants seeking prior commitment certificate from the Nigam should be asked to apply at least 6 months in advance from the date when the electric connection is required by them in case their load is upto 500 kW and at least one year in advance in case of loads exceeding 500 kW. Prior commitment certificate shall be issued by the competent authority on the prescribed proforma CS-I (f).
8.
 - i) New application for connections of Saw Mills, Veneer & plywood Industries be accepted along with permission of Central Empowered Committee.
 - ii) New prospective consumers whose connections are yet to be released be asked to produce permission from above mentioned committee before release of their connection.
9. The utility provide individual connections to the flat owners of the Group Housing Societies / multi storied buildings etc. if they individually apply for such connection subject to the fulfillment of other conditions. The Group Housing Societies/ multi-storied buildings shall have the option to go in for a single point connection for the supply of power to the flats collectively. However, in such a case they will require an exemption from obtaining a license under Section-16 of the Haryana Electricity Reform Act 1997.

Such Group Housing Societies/ multi storied complexes, which seek individual connection to flat owners, shall have to fulfill certain technical requirements before the distribution layout is approved. In such cases, the metering room consisting of all meters through which such individual supply is provided, shall be separately and conveniently located on the ground floor of the society/ complex. The metering rooms shall consist of sufficient space to house all meters with MCBs of the current design. Further the cable(s) connecting the metering room to the distribution line shall be externally provided and

shall be visible from outside. It shall also be ensure that sufficient protection shall be provided to prevent a consumer from directly connecting to the main supply in case of disconnection or otherwise. In order to ensure that the distribution layout and metering system conforms to these and other appropriate parameters, the distribution layout and metering system layout of Group Housing Societies (excluding colonizers) shall be approved by the Chief Engineer (OP) upto the load of 2000 kW and by the GM/Commercial and Chief Engineer/Planning, Design & Construction for the load exceeding 2000 kW. The Society/ Complex shall provide the systems as approved by GM/Commercial & CE/PD&C and this shall be certified by the SDOs (OP) before connections are released.

10. It shall also be ensured by the field offices and GM/Commercial that the cases are processed for releasing the connections within the time frame specified for the purpose by the Nigam.

Annexure

SUBJECT : guidelines for dealing with electrification plan of group housing society.

The following aspects should be taken care of while approving the Electrification Plan of Group Housing Societies.

1. The building plan as submitted by the Society should be approved from HUDA/M.C. Also, the aspect of validity period of building plan be kept in view.
2. The size of flats should be exactly mentioned on the building plan, so as to work out the electrical load requirements. The load requirements shall be calculated as under:-

Sr. No.	Flats having covered area.	Connected load to be taken into account.
1.	Upto 900 Sq. ft.	08 kW
2.	901 to 1600 Sq. ft.	16 kW
3.	1601 to 2500 Sq. ft.	20 kW
4.	Above 2500 Sq. ft.	24 kW

3. For catering the demand of common service like lifts, water supply, sewerage, clubs, street lighting, common area lighting etc. connection should be released at a single point according to load of HT or LT under NDS category, for which metering equipment shall be installed adjacent to the LT bus bar in a separate apartment.
4. The provision of G.O. switch should be immediately outside the boundary wall of the Society for tapping the HT line from DHBVNL system.
5. The size of 11 kW XLPE under ground cable & LT cable should

be matching with the load requirement of the society and the cable should be of ISI marks from standard firm (s).

6. The controlling 11 KV breaker should be vacuum type with rupturing capacity not less than 350 MVA.
7. The provision of HT and LT metering should be made on the incoming side, so as to have a check/audit of the outgoing LT side energy.
8. The distribution transformer to be provided by the Group Housing Societies should be of standard rating and specification as being currently procured by the Nigam.
There should be 2 Nos. distribution transformers in case the capacity of distribution transformer to be installed exceeds 630 kVA.
There should be separate distribution transformer to meet with the load demand of common service.
The location of distribution transformer and 11 KV VCBs etc. should be near the main entrance gate with free accessibility.
NOTE : The rating distribution transformers presently being procured by Nigam are 25 kVA, 63 kVA, 100 kVA, 200 kVA, 400 kVA and 630 kVA.
9. The Group Housing Societies will have an option to provide the cable/cables connected to the meter room to the distribution line externally or under ground through open trenches. It should be ensured that the sealing arrangement is provided at :-
 - a) LT Box of the Transformer.
 - b) On LT ABCs and on the front and back covers of the complete distribution board in the control room.
 - c) On the feeder pillars.
 - d) On the bus bar enclosures from where individual cable are laid out for the energy meters.
10. LT cable from main panel to meter panel should be laid on open trenches on wooden cleats fixed on racks with circuit no. and there should be no joints.
11. There should be provision of inspection of cable from bus bar to individual meter.
12. The main meter room should be locked and the keys of the meter room should be with some authorized persons.
13. Undertaking well defining the responsibility in the event of breakage of seals on metering distribution panel or the main bus bar enclosure etc. be hand in each case.
The metering room shall consist of sufficient space to house the meters with MCBs of the current design/rating.
14. The metering room consisting of all meters through which individual supply is provided should be separately and conveniently located as far as possible near the main entrance

- gate with free accessibility in the ground floor of the Society/Complex as per existing instruction of the Nigam.
15. The main meter room should be locked and the keys of the meter from should be with some authorized persons.
 16. The Society shall bear the inspection fee of Chief Electrical Inspector to Govt. of Haryana for inspection of system.
 17. There should be double earthing arrangement of each equipment.
 18. The quality of material should be approved and checked by SE (OP) before execution of work. The material should be ISI mark and as per specifications of the Nigam from standard firm (s).
 19. The XEN (OP) should at least once carry out the checking and satisfy himself that the works are carried out as per approved Electrification Plan.
 20. The SDO (OP) shall personally ensure compliance of all above technical and commercial points before releasing the connections.
 21. It shall be ensured by the concerned offices that the cases are processed for releasing the connections within the time frame specified for the purpose by the Nigam.
 22. In addition to the above, all prevailing Nigam's instruction with regard to design, specification and laying of electrical system are also to be complied with.

Sd/- S E/Comml. DHBVNL, Hisar		Sd/- SE/ Plg.&Design DHBVNL, Hisar
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INSTRUCTION NO. 1.2**Posting of Application in Service Register and Maintaining Separate Seniority Lists.**

All Applications whether for general, agricultural, industrial, bulk or public lighting supply and whether for permanent or temporary connections, should be entered in the same Service Register in the order in which these are received. In other words, separate service Registers (or section of the same Register) should not be maintained for different classes of consumers or the different groups of consumers i.e. groups classified according to the particular substation to which consumers may be respectively connected.

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

i)	Domestic supply	DS
ii)	Non domestic supply	NDS
iii)	LT Industrial supply.	LTI
iv)	HT Industrial Supply.	HTI
v)	Agriculture Supply	AP
vi)	Street Lighting	SL
vii)	Bulk Supply	BS
viii)	Temporary	TMP
ix)	Public water works.	PWW
x)	Lift Irrigation.	LI
xi)	Railway Traction.	RT

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

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

- i) Cable connection
- ii) Upto 2 pole LT connection
- iii) Cable connection involving augmentation of distribution transformer.
- iv) Single pole LT connection involving augmentation of distribution transformer.
- v) Connection involving erection of pole mounting S/Stn. Only without any span of HT/LT line.
- vi) More than 2 LT poles connection with or without augmentation of distribution transformer.
- vii) HT connection involving installation of distribution transformer with one or more than 1 span of HT line.

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

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

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

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

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

Example 2:

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

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

Sr. No.	Description	Ratings
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- i) Light point 40 watts
- ii) Fan point 60 watts
- iii) **Rose outlet for light point.**
- a) for domestic supply consumer
- 1 to 5 rose outlets = 40 watts
- 6 to 10 rose outlets = 2x40 watts.
- b) For non-domestic supply consumers. 40 watts. Each
- iv) **Wall Sockets.**
- a) Wall Sockets (5 Amps)
- 6 Sockets or part thereof = 40 watts.
- b) Wall Sockets (15 Amps)
- 6 Sockets or part thereof = 1 kW
- v) The load of domestic appliances having fractional horsepower shall not be counted being too insignificant.
- vi) While computing the connected load at the time of inspection either heating or cooling load of the Air conditioners shall be accounted for as per the seasonal requirement.
- vii) The actual load of the Geysers /A.C. should be taken into account while computing load, as with the dilution of norms one out of 6 power point is to be taken into account instead of previous provisos, wherein 1 out of 3 plugs were taken into account.
- viii) The connected load of the existing consumers recorded in the ledger is not to be altered which is being presently used for the purpose of calculating MMC, average billing etc.
- ix) The rating capacity of welding set will be taken as under: -
- Single phase = 4.00 kW
- Two phase. = 4.6 kW
- Three phase = 6.00 kW
- In case the capacity of welding set is given in kVA than it shall be converted in kW by applying PF as 0.6 instead of 0.9.

3. The load norms for flats constructed by Group Housing Societies and Sectors/Colonies developed by HUDA/ Private colonies are as under: -

i) Load norms for flats constructed by Group Housing Societies: -

Sr. No.	Flat having covered area	Connected load.
1.	Upto 900 Sq. ft.	8 kW
2.	From 901 to 1600 Sq. ft.	16 kW
3.	From 1601 to 2500 Sq. ft.	20 kW
4.	Above 2500 Sq. ft.	24 kW

- ii) Load norms for sector/ colonies developed by HUDA/ Private Colonies.

Sr. No.	Size of plot.	Connected load.
1.	Below 220 Sq. meter.	16 kW
2.	From 220 to 285 Sq. meter.	20 kW
3.	From 286 to 419 Sq. meter.	25 kW
4.	From 420 to 650 Sq. meter.	30 kW
5.	Above 650 Sq. meter.	40 kW

REMARKS.

1. Demand factor should be taken uniformly as 0.5 except 0.6 in case of areas developed by Private Colonizers in Class-A Cities.
2. HUDA/ private Colonizer should erect HT line and LD system strictly as per approved Electrification Plan.
3. The capacity of Distribution Transformer in Sectors/ Colonies should not exceed of rating 200 kVA.

However, the erection of transformer in phases as compatible with the load developed can be accepted but all the accessories meant for the erection of transformer are required to be provided along with LT/HT line.

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

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

INSTRUCTION NO. 1.4**Preparation and Sanction of estimates:**

The J.E. to whom the application after being completed would be passed on will prepare a service Estimate (E.B. form C.S. 7) for each application. A justification slip (E.B. Form C.S. 4) should then be prepared for each application, wherever required on the basis of the service estimate except for NDS, Ind. & Bulk supply. The application and estimate together with the following documents should then be put up to the S.D.O. for scrutiny and approval:-

- a) A map or tracing in pencil, showing and giving the following information:-
 - i) Location, name and demand of the consumer. In case of tubewell connections, the sketch of the land owned by the consumer with the proposed site of the tube well duly marked should be obtained from them.
 - ii) Size and capacities of the nearest Sub Station, high tension and low-tension mains.
 - iii) Calculations showing the size of proposed service lines and of extensions (if any) to H.T. & L.T. Mains.
 - iv) Report giving proposals to feed the consumer in which careful reference should be made to the existing load on the system and effect of adding thereto the prospective consumer's load both as regards capacity and as regards voltage regulation; and
 - v) Calculation showing the maximum voltage variation anticipated on the consumer's 400 volts bus bars (Electrical installations).
 - vi) In case of industrial connections the proposed site of metering room is required to be indicated on sketch invariably on the common main entrance to the premises.
 - b) Justification Slip, wherever applicable.
 - c) Assessed cost of service (including equipments) and of extensions to mains, if any.
 - d) Statement showing the calculation of monthly meter and line service charges, wherever applicable.
 - e) Statement showing the cost of unjustified portion of service line, if any, which is recoverable from the applicant in case the estimate is found to be unjustified.
2. If the sanction of the estimate falls under the competency of the S.D.O. he will accord it without losing any time, otherwise he would forward the case to the Executive Engineer after properly scrutinizing it.

INSTRUCTION NO. 1.5**Financial Justification:**

Being run on Commercial lines, the Nigam can not afford to incur expenditure on giving connections indiscriminately without being satisfied that the investment will yield a reasonable return, especially in case of domestic consumers, street lighting and temporary supply consumer etc. where fixed service connection charges are not leviable.

2. Financial Justification of different categories of connections where fixed service connection charges are not leviable is worked out as under:

a) Domestic Consumers.

i) The expenditure on a connection is considered to be financially "justified" if the annual probable revenue from sale of energy alone equals or exceeds 30% of the cost involved in giving a connection. The probable monthly revenue is therefore, 2.5% or 1/40th of the cost of work. In other words the cost of work is required to be not more than 40 times the probable estimated monthly revenue.

(ii) The probable revenue from energy charges is based upon the estimated consumption of energy at current rates of tariff for the particular class of consumer. The probable monthly consumption is worked out as per following formula :-
Load in kW * Demand Factor * Load Factor * No. of hours in a month.

***Demand Factor:** Usually all the energy consuming apparatus, which builds up the total connected load, is not worked simultaneously. Also, even the full rated capacity of some of the equipment, e.g. a motor is not utilized fully with the result that the maximum demand of the consumer is generally less than the total connected load. The ratio of the simultaneous maximum demand of all the appliances and the total connected load is called Demand Factor.

****Load Factor:** May be said to be the average utilization of an electrical load, or working of an apparatus and indicates the percentage of the time for which the load is utilized. For example if a tube well works for, on the average, 3 hours a day, its load factor would be 3/24 or 1/8 or 12.5 percent.

iii) For working out the financial justification, the cost of the metering equipment for which fixed monthly service charges are recoverable from consumers, should not be included in the estimated amount. Neither the service charges are to be included in the estimated revenue.

iv) Sometimes when a few persons in the same locality apply for connections (for example domestic loads in rural area) it

may not be possible for individual loads to justify the heavy expenditure necessitated owing to the long mains, sub mains and substations involved in giving supply. In order to overcome this difficulty, a joint estimate for giving supply to all of them should be framed, and the "financial justification" of the total load of all the consumers be worked out with reference to the total expenditure. In such a case justification for the individual loads need not be worked out. However if the case is unjustified the applicants will have to pay the cost of "unjustified portion in proportion to their applied loads, service line charges will be based on the individual lengths of lines for each consumer" (leaving 100 feet free in each case).

b) Temporary Supply

- i) If the monthly estimated return consisting of the charges for probable monthly energy consumptions, charges for service line and service equipment from the temporary connection equals or exceeds $1/10^{\text{th}}$ of the total estimated cost of giving supply then the expenditure on the temporary connection should be deemed to be financially justified.
- ii) It should be noted that estimated return on the capital cost should be worked out on the total estimated expenditure, which should include the cost of all the materials used, plus the cost of erection and dismantlement charges of the service connection. The probable monthly revenue from sale of power and service charges from a temporary connection whether required for a period of more or less than one month, should be calculated for a period of full month as in the case of permanent connection because the minimum return which is a fixed percentage of the capital cost has been reckoned for a period of one month. It may also be mentioned that the schedule of relevant "Temporary Tariff" and schedule of "Service and General Charges" for temporary supply should be applied while working out probable monthly revenue.

c) Street Lighting:

- i) A street lighting estimate, like any other supply of power estimate, is said to be financially justified if the probable monthly revenue equals or exceeds $3/200$ of the total estimated cost involved in giving supply. Monthly estimated revenue will comprise of the charges for supply of probable energy per month plus the monthly charges for service line and equipment as applicable in urban or rural areas as the case may be.

- ii) The financial justification need not be worked out in case the lamps are to be installed on the existing poles of L.T. Lines.
- iii) It will not be correct to include the total amount of line maintenance and lamp renewal charges as laid down in the Schedule of Street Lighting Tariff towards the monthly service line charges as the lamp renewal charges are not a source of revenue to the Nigam and only cover the recurring cost of the lamps which are replaced from time to time. In order therefore, to follow the correct procedure, the line/service charges at a flat rate of Rs. 1.50 per point per month, irrespective of the capacity of the lamps, should be included in the probable monthly revenue.
- iii) However, such cases where the expenditure is found to be financially unjustified, the local body should be advised to undertake to defray the unjustified cost before the estimate is submitted to the competent authority for sanction.

INSTRUCTION NO. 1.6

Fixed service connection charges.

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

- 1) Since the Fixed Service connection charges also cover the total cost of the Service to be laid for a consumer, due credit of the cost of material supplied should be given to the applicant from the Fixed Service Connection Charges. The rates of material would be worked out on the basis of issue rates as fixed by the Controller of Stores or the actual on which it is purchased by the applicant, whichever is lesser.
- 2) In some cases due to additional load/ contract demand applied by the consumer, augmentation of the existing independent feeder or the augmentation of conductor of a common feeder is required to be carried out. The incremental cost of the augmentation of the independent feeder shall also be recovered from the particular consumer in addition to the Fixed Service Connection charges.
However, where the existing feeder (supply system), which is common to other existing consumer also, but requires augmentation/ modification, for feeding the new consumer, such work shall be done at Nigam's cost.
- 3) While accepting material from the consumers for laying/ augmentation of Service line, the distribution transformer(s)

even if offered by the consumer are not to be accepted because the same does not constitute a part of Service line. Similarly distribution transformers are not to be accepted from consumers for replacement of damaged ones. In all these cases, the transformers are to be provided by the Nigam itself.

- 4) The Service connection charges are also payable by the prospective consumers in the Non-domestic category who apply electric connections in the colonies being developed by the Private Builders on the same analogy of prospective Industrial consumers seeking electric connections in the Industrial Complexes developed by HSIDC/HUDA.
- 5) Further the following clarifications are also provided on the various points :-

Sr. No.	Points	Clarification
i.	Whether the Service connection charges are also to be taken from the existing industrial consumers seeking extension in contract demand who have already got 11 kV independent feeder erected at their own cost and in some cases where the consumer has borne the cost of Service line.	Fixed Service Connection charges are rightly chargeable from the existing industrial consumes seeking extension of load, contract demand irrespective of the fact whether an independent feeder has been laid down at his own cost or he has borne the cost of service line even if no extra expenditure is required to be made by the Nigam.
ii.	No guidelines/ procedure has been laid down in the circular for dealing with the cases of industrial consumers seeking temporary industrial connections and agricultural connections with load more than 26 BHP.	Temporary Industrial connection are given only for temporary purposes like const./testing etc. as laid down in the SMI-1.33. Fixed service connection charges are not payable by temporary consumer.
iii.	Even after deposit of Service connection charges, if any Indl. Consumer is not given connection on a/c of shortage of material and if he comes forward to arrange the requisite material whether any refund of the material so supplied	After deposit of Service connection charges by a consumer, if the connection is not released due to shortage of material and the consumer comes forward to arrange the requisite material, necessary credit of the material has to be given as per para (i) above.

	by the consumer is to be given on the basis of stock issue rates of the Nigam to consumers.	
iv.	<p>Since there is no ratio between connected load and contract demand determined by the Nigam, the large supply consumer can declare 100 kVA Contract Demand even if his connected load is more than 1000 kW. The consumer will keep their contract demand to bare minimum in order to escape from levy of Service connection charges if such consumer gets his industry declared as continuous process industry and he may ask, for providing 11 KV Independent feeder. In such cases, the Nigam shall be looser to meet with their request.</p> <p>Necessary precautionary measures should be evolved to safe guard the interest of the Nigam.</p>	Though no ratio has been fixed between connected load and contract demand there are remote chances of such cases. In the case of independent feeder the Consumer will have to pay the cost of terminal equipment also.
v	HSIDC has provided the Nigam with the whole infrastructure for electrification. As such fixed Service charges are not applicable to HSIDC Indl. Area power consumers.	Fixed Service Connection charges may be charged to these consumers also keeping in view the fact that these charges are also chargeable to those consumers who have laid down their independent feeder at their own cost.
vi	Whether Service connection charges are also leviable from such industrial consumers who is ready to supply entire material required for his connection.	Fixed Service Connection charges are rightly chargeable to all the Industrial/Bulk Supply/ NDS consumers. However, necessary credit of the material (in case of shortage of material with the Nigam) supplied by the consumer is to be given in view

		of para (1) above.
vii	Whether Addl. Service connection charges are also leviable from such industrial consumers whose contract demand has been enhanced and they are already having independent 11 KV Feeder at their own cost.	Yes- the Service connection charges are chargeable to such consumers also.
viii	Whether the new HT Indl. consumer will install HT metering equipment/ T/F and switchgear etc. at their cost as was being done previously or will be installed by the Nigam.	These equipments will be provided by the consumer as here-to fore.
ix	Whether Service connection charges are to be got deposited from the applicants who may supply whole material and pay labour charges required for releasing their connection or not.	The Service connection charges are chargeable from such consumer as well. However, necessary credit of the material may be given as per para (1) above.

INSTRUCTION NO. 1.7

Recovery of Development Charges for the connections to be released in unauthorized/un-approved/un-developed colonies:

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

the prospective consumers of various categories for release of connection in an un-authorized Colony to cover the cost of electric system to be laid down in such Colonies:-

(1) Domestic Consumers:

For Faridabad and Gurgaon City:

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

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

For other towns in the State:

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

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

(2) Non-Domestic Consumers:

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

(3) LT Industrial Consumers:

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

(4) HT Industrial and Bulk Supply consumers:

1. Development charges are not to be levied as they pay service connection charges for laying the infrastructure for release of their connection.
2. The development charges prescribed as above are to be got deposited from the prospective consumers along with other charges at the time of issue of demand notice.
3. The applications for electric connection in un-authorized/un-approved colony should be accompanied with attested copy of registered deed of the plot. The verification of the plot size and ownership of the land shall be done on the basis of the attested copy of registered deed of the plot. Since the House Tax notice contains complete details of size of plot, built up areas etc. the same can be accepted as a valid proof.
4. To avoid the concealment of size of plot, the JE concerned while releasing the connection in unapproved areas/colonies should check up the area and certify on the service connection order itself that the area of premises tallies with the attested registered deed of the plot submitted by the applicant with the A&A form.
5. The development charges are also recoverable from those consumers also who are seeking reconnection in the un-authorized colonies and had not paid earlier.
6. The consumers who have paid development charges to Municipal Committee concerned would also be required to pay the development charges to the Nigam because these charges are different to the charges being levied by M.C. In fact payment of development in M.C./levy of development charges

by M.C. indicates that the colony has been developed without providing basic amenities like Road, Sewerage, Water Supply and Electric Supply and as such development charges levied by the Nigam are also recoverable. Levy of development charges by the M.C. also justifies the levy of development charges by the Nigam in that colony.

7. The collection of development charges would only indicate laying of electric system for the colony and would not tantamount to the regularization of colony in normal sense. Development charges shall not be levied in the case of change of name and extension of load.
8. The decision shall not be applicable to the premises constructed on encroached land where construction have been illegally raised on lands under the ownership or management or control of the State Govt./ local bodies or any Board or corporate agency wholly or partially owned by the State Govt. No electric connection shall therefore be released in such premises.

INSTRUCTION NO. 1.8

Line Service charges statement:

A consumer has the option either to pay the cost of the service line (leaving 100 ft. free) other than the meter in lump sum or to pay monthly line service charges as per schedule of Service charges. It is, therefore, very necessary to prepare a statement showing the chargeable cost of the service line and monthly line service charges so that it could be enclosed with the estimate for approval by the competent authority. The detailed procedure for working out the line service charges is given under the relevant instruction.

INSTRUCTION NO. 1.9

Monthly Meter Service Charges:

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

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

If an L.T. service entails the erection of a sub-station, the financial justification will be worked out for the entire expenditure including the cost of the transformer, expanded metal framework, the H.T. switchgear and the lightning arrester. If the estimate is found to be financially justified nothing will be charged from the consumer. If, however, it is found to be unjustified, the procedure for working out the chargeable cost will be as explained in the example given below :-

Example :-	Rs.
Suppose the cost of service connection	= 5,500
Cost of Service line (H.T. & L.T. both)	= 1,500
Cost of H.T. switchgear & Transformer, etc.	= 4,000
Justified expenditure	= 2,500
Total unjustified expenditure	= 3,0000
	(5,500-2,500)
Proportionate unjustified cost of the service line :	
	$\frac{30000}{5500} \times \frac{1500}{1}$ = Rs. 818.00

The consumer will, therefore, be required to pay only Rs. 818 for the cost of the line being unjustified expenditure. Monthly service rentals will continue to be levied, on the justified portion of the service line (leaving 100 feet free).

INSTRUCTION NO. 1.11**Sanction, Extension and Reduction of load or Contract Demand:****A. Sanction of new/extension of load/contract Demand.**

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

are as under :-

Authority	Delegation of powers to sanction load (inclusive of extension in load)
SDO	L.T. connections upto 50 kW of all categories.
Xen	Upto contract demand of 500 kVA in case of Industrial consumers & 500 kW for other categories i.e., NDS, & Bulk supply etc.
SE	Upto contract demand of 2000 kVA for industrial consumers and 2000 kW for other categories i.e. DS, NDS & Bulk supply etc.
CE	Industrial connection with contract demand above 2000 kVA & connections of other categories i.e. DS, NDS, & Bulk supply etc. above 2000 kW except cases involving augmentation or creation of transmission system
GM//Comml. With the approval of Director (OP).	All cases involving augmentation or creation of transmission system.

- 1) In case there is no change of category and voltage level in granting extension of load, the consumer shall have to submit a declaration in the form of affidavit (copy placed below) alongwith latest proof of ownership of premises and authorised signatory in case of company and may not be asked to submit all documents afresh which the consumer submits at the time of release of connection. In case some documents are missing then the consumer may be asked to supply these documents at the time of compliance of demand notice.
- 2) Extension of load upto 1000 kW with a maximum contract demand of 1000 kVA will be sanctioned by the competent authority, within a period of one month from the date of submission of complete application by the consumer, otherwise the extension of load applied by the consumer will be deemed to have been sanctioned and demand notice shall be issued immediately thereafter. This will be, however, subject to the loading conditions of the sub-station and feeding power transformer.
- 3) Sanction/ extension of load/ contract demand of the consumers who are defaulters and there cases are pending in arbitration/court.
 - i) The new loads/ extension of load may be sanctioned by

the respective competent authorities to the defaulting consumers or their sister concerns whether at the same premises or elsewhere after obtaining the following documents from the applicant firms:

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

B. Reduction in load/Contract Demand

The powers to sanction reduction in load excepting Agricultural consumers are as under: -

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

1. In case of Agricultural consumer Xen (OP) is competent to sanction the reductions of load

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

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

1. In cases where a consumer seeks reduction in contract

demand and (or) connected load, he will do so on fresh A&A form. In case there is no change of category and voltage level in granting extension of load, the consumer shall have to submit a declaration in the form of affidavit (copy placed below) alongwith latest proof of ownership of premises and authorised signatory in case of company and may not be asked to submit all documents afresh which the consumer submits at the time of release of connection. In case some documents are missing then the consumer may be asked to supply these documents at the time of compliance of demand notice.

2. Immediately on receipt of A&A form in the office, he will be served by the local SDO the following notice: -
The case for reduction as sought for is being processed and it is informed that:
 - ii) The reduction in contract demand (with or without reduction in connected load) shall come into force with effect from the reading date immediately after the expiry of one month period from the date of application or reading date following effecting the S.J.O./M.C.O whichever is earlier.
 - iii) In cases of reduction of connected load (with or without reduction in contract demand) the consumer will submit a test report for the reduced connected load.
 - iv) In cases when there is reduction in connected load along with reduction in contract demand, the reduction in connected load shall come into effect either simultaneously with the reduction of the contract demand as (i) above, or w.e.f. the reading date following the approval of the test report (to be effected through S.J.O) whichever is later. However, any delay on part of the Nigam beyond one month for approval of test report shall be excluded from the said period.
 - v) In cases if reduction in connected load only, the reduction will be allowed from the reading date immediately after one months period from the date of application, or from the reading date following the approval of the test report (to be effected through S.J.O) whichever is later.
 - vi) Expenses to be incurred by the Nigam for removing the spare capacity/ equipment resultant to reduction in contract demand/ connected load, shall be borne by the consumer.

NOTE:

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

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

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

Example.

1.	01.11.2005 Declared/approved contract demand.	5000 kVA-A
2.	02.02.2006 Reduced approved contract demand.	4000 kVA-B
3.	01.12.2006 Revised approved	4500 kVA-C

	contract demand.	
4.	Least of A&C	4500 kVA-D

The consumer shall be liable to pay MMC for 4500 kVA for the months from 02.02.2006 to 01.12.2006.

The contract demand of 4000 kVA shall however considered for working out surcharge @ 25% (if leviable on account of exceeding 5% of the contract demand during the period from 02.02.2006 to 01.12.2006). Penalties on account of power factor etc. shall also be leviable with ref. to 4000 kVA contract demand.

- 9) In case of reduction where equipment has to be removed then all the expenses incurred for such removal of the equipment, shall be debited to the consumer.
- 10) After reduction of load, if the connected load of the consumer remains 10 kW or above but below 35KW, the electronic meter with facility to record maximum demand is to be installed.

Annexure

DECLARATION (IN THE FORM OF AFFIDAVIT)

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

OR

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

1. That the applicant is a legal occupant/owner/landlord of the land/premises at (_____) in support of which the applicant has enclosed a proof of occupancy/ownership. And
2. That the applicant has sought duly authorized to seek extension in connected load/contract demand from _____ at present to _____ in the premises situated at _____.
3. That the applicant has submitted all undertakings/declarations sought by the DHBVNL alongwith the application for release of original connection/connected load.

4. That the applicant has submitted an Application & Agreement from for extension in load and has deposited the requisite ACD/security, service connection charges and other such charges as demanded by the DHBVNL and that the applicant undertakes to deposit all such charges as become payable in future.
5. The applicant accepts that all declarations/undertakings given for original load will also apply for the extended load.
6. That I have read all the rules/instruction of the DHBVNL connected with supply of power and agree to abide by the provisions of all rules/regulations/instruction issued by the DHBVNL from time to time.
7. That I am authorized signatory on behalf of Company/partnership firm to apply for extension in connected load/contract demand. The proof in support of above is enclosed herewith.

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

Witness Name _____
Father's Name _____ Signature of the Applicant
Address _____ on behalf of company/partnership
_____ firm

Account Number _____
Signature _____

ATTESTED

(1st Class Magistrate/Notary Public)

Applicable in case of Company.

INSTRUCTION NO. 1.12

Disposal of Unjustified Applications:

If in any case, the load applied for by the applicant, particularly in the rural area does not apparently appear to be sufficient to justify the cost of a long service line and/or a provision of a substation and distribution mains, a rough estimate should first be made on the basis of rough sketch. Detailed fair estimate should be prepared only if the expenditure on rough calculation is found to be justified. Otherwise the local office in which the application was registered should inform the applicant, that the load applied for by him does not justify expenditure.

2. The prospective consumer should be intimated the total cost of the service line (leaving 100 feet free) and the unjustified amount to enable him to exercise the following two options:-

- i) Either to agree to pay the entire cost of the service line (leaving hundred feet free) and thus escape the payment of monthly line service charges : or
- ii) To pay the cost of unjustified portion of the service line and line service charges (leaving 100 feet free) on the justified portion of the service line.

NOTE:

The applicant should be clearly told that the expenditure and unjustified portion of the cost being intimated to him are only tentative and the correct amount would be intimated after the consumer has indicated that he is ready to pay the cost of unjustified portion.

3. If the applicant is prepared to elect any of the above two alternatives, a detailed and accurate estimate may be prepared and an additional statement showing the unjustified cost which is recoverable from the prospective consumer should also be attached therewith so that the amount is got approved from the authority competent to sanction the estimate.

4. For the benefit of such applicants who are not in a position to opt for any of the above two alternatives, the additional load (preferably together with the No. of applicants) which should develop within the neighborhood (say within a radius of 400 meters) so as to make the case justified, should also be intimated to the prospective consumer so that he could canvas among his neighbours to apply for electric connection.

INSTRUCTION NO. 1.13

Intimation of Acceptance of Application and Issuing of Demand Notice:

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

- i) To execute an agreement with the Nigam.
- ii) To agree to pay the amount of fixed service connection charges or development charges whichever is higher and balance amount of ACD and any other

- amount payable by the prospective consumer.
- iii) To agree to pay meter service charges if applicable.
 - iv) To submit wiring contractor "test report".
 - iii) Photocopies of purchase receipt of motor, capacitors, circuit breakers etc.
 - iv) Challan showing the deposit of inspection fee of C.E.I., wherever required.

NOTE:

The monthly line service charges are applicable only on the "Justified" cost of the service line. In case of any "unjustified" service lines, the consumer is required to pay either the full cost of the service line (leaving 100 ft. free), or to pay the cost of the unjustified portion of the service line and in addition, to pay monthly charges on the justified portion.

2. In this Demand Notice, the period for which the offer in the demand Notice will remain valid, is also required to be intimated to the applicant. The normal validity period is 3 months for all categories except for DS, NDS, (where the compliance of Demand notice is required to be made at the time of application). The period of Demand notice can be extended upto 6 months in respect of all categories including normal validity period.

3. (a) Execution of Agreement.:-All the prospective consumers have to enter into an agreement with the Nigam on the Nigam's standard application and Agreement form obtainable free of cost from any of the local offices of the Nigam. As it is obligatory to stamp all the agreements between the Nigam and the consumer under the Indian Stamp Act, all the prospective consumers, except single phase domestic and commercial connections, should be asked to furnish the non judicial stamp paper worth Rs. 3/- and the same attached with the A&A Form duly crossed so as to form a part of the agreement. The stamp paper should be duly crossed and word 'Agreement, for supply of electric power attached inscribed under the Signatures of the Consumers.

b) As the Government Departments are exempted from the levy of Stamp Duty vide Section 3 of the Indian Stamp Act, the Government Departments, including Railways are not required to stamp the Agreement or any other documents for supply of power.

c) The Local Bodies, Municipal Committees and Panchayats etc. have however, not been granted any such exemption and they are therefore, required to execute all the agreements on the Non Judicial Stamp Paper worth Rs. 3/- and the same be attached with A&A form.

3.(a) Chargeable Cost of Service Line: A prospective consumer is given the option to pay the cost of the service line and service equipments other than the meter, or to pay a monthly service charges

as prescribed in the Schedule of Service Charges. In order, therefore, to enable the applicant to exercise his option the cost of the service line (leaving 100' free) and equipment payable by him in lump sum and also the monthly line service charges and service equipment charges to be paid in lieu of the cost of service line and equipment should be clearly mentioned in the Demand Notice.

b) 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 reply. It should be specially seen that the applicant has signified his acceptance and has filled in all the columns of the "Demand Notice". After the form CS-5 has been duly filled in and signed by the applicant it should be received back from him and should form a part of the consumer's case.

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

5. (a) Period for which the offer remains valid- The period after which the offer to supply energy will stand expired be also intimated to the prospective consumer. In case no response is received within the specific time, his application will be cancelled.

(b) In case any applicant requests for an extension in the time limit of the Demand Notice due to some genuine reasons, the same may be granted by the SDO for a maximum period of six months irrespective of load for all categories. After this extension period, the application shall be cancelled without any further notice and the deposit made shall be refunded immediately.

(c) In case of bulk supply consumer, the power to extend the demand notice period & cancellation of application rests with GM/Comml.

INSTRUCTION NO. 1.14

Disposal of Unaccepted Requisitions:

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

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

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

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

“On account of long unjustifiable distances of your site from the nearest mains/sub mains: your case has been grouped together with other applicants of the area in a joint estimate. The work of giving connection to you will commence after all the applicants of your group, for which a joint estimate has been framed, have shown their readiness to take supply and all of them have complied with the formalities of the Demand Notices along with you. In case any of the applicants fails to comply with the Demand Notices and consequently drops out, your joint estimate will be subject to revision and you will be required to pay unjustified cost, if any, and also to pay revised line service charges before the work of laying the services line is executed. It is, therefore, in your interest to persuade the other applicants, whose names are given below, to complete the formalities for getting the connection.”

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

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

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

NOTE:

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

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

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

NOTE:

- a) The verification of Test Reports and connected load will be done by SDO himself for large supply industrial consumers. In case of Medium and Small industrial supply consumer, it will, however be done by J.E. and in his absence by SDO himself.
- (b) In case the electrical installation of the consumer does not conform to the specifications of the Nigam or the relevant provisions of the Electricity Act-2003 and /or is likely to constitute danger, the consumer should be informed (in writing) of the shortcomings and to deposit the prescribed re-inspection fee. As soon as the consumer intimates the removal of defects and deposits the re-inspection, fee, the installation should be retested and the procedure repeated, until the defects are removed.
- (c) If any applicant or a consumer is dissatisfied with the rejection of the test report, he has the right to appeal to the Electric Inspector to test the installation under Rule 52 of the Indian Electricity Rules, 1956, the decision of the said Inspector will be binding on the consumer as well as the Nigam. While intimating the defects to the consumer under relevant rules he should also be informed of his right to appeal so that, if he so desires, he may exercise the same. The charges incidental to such testing will be borne by the consumer himself.
- (d) It should, however, be ensured that no Test Report is rejected on flimsy grounds. Whenever a test report is rejected by the J.E., he should give an intimation to SDO immediately giving detailed reasons for the rejection. If S.D.O. is satisfied that the Test Report has been rejected without valid reasons, he may order that the connection to the applicant should be given before any other connection is taken up. The giving of the next connection should not, however, normally be stopped. Where the J.E. points out defects even in the second test report, the S.D.O. should personally verify the facts to ensure that the test report is not being repeatedly rejected merely to harass the applicant. In case the SDO is satisfied that the Test Report has been rejected on valid grounds, then a detailed report be prepared by the SDO (Operation) giving reasons of the failure of test report and submitted to the Xen (OP) for review. The Xen (OP) shall arrange to get the premises checked and satisfy himself about the reasons of the failure of the test report. The test report shall be rejected only after the approval of the Xen (OP) concerned.
- (e) It should also be seen that no undated test reports are accepted. It is very essential to fill in the entries regarding the date on which the actual test is carried out so that Periodical

Testing of consumer's installation as enjoined under Rule 46 of the Indian Electricity Rule 1956 could be conducted after requisite intervals.

4. There should be no undue delay on the part of the J.E. in returning the verified Test Report. On the receipt of the same in the Sub Divisional Office, the SDO will issue a service connection order (E.B. Form CS-12) a reference to the service connection order (No. and Date) being entered on the bottom of the Nigam's installation Test Order.

5. It should be ensured that only one service connection Order Book is issued at a time for all categories of connections at one local distribution centre.

INSTRUCTION NO. 1.17

Issue of service connection order and allotting of Account No.

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

- (i) A&A has been executed on a stamped paper where necessary and pasted at page..... of the application and agreement register (except in case of general consumers where the A&A form may be kept in the concerned consumer case file)
- (ii) The indemnity Bond where necessary has been got signed.
- (iii) Whether the consumer has paid the cost of the connection amounting to Rs..... or will pay the line service charges in lieu thereof at Rs..... per month.
- (iv) The unjustified cost, if any, has been recovered.
- (v) The supply is for restricted/unrestricted hours of supply (the exact hours of supply to be given)

2. The consumer's name should then be entered in the consumers' ledger and new Account No. should be allotted to it. The new account number besides being entered in the Service Register, should also be mentioned in the Service connection order.

3. To avoid any omission, it will be the personal responsibility of CA/CC or other official In-charge of the maintenance of service register to see and verify that the formalities of the SCO are properly completed. They should sign the SCO in token of having checked the same and also write the words "A/c No..... entered in ledger". On the top of the SCO the SDO/JE In-charge of Sub Division/Sub Office also see that procedure as laid down above is followed rigidly. The

SCO must not be signed unless the above entry and the certificate for compliance of all the provision of the demand notice is appended by the CA/CC on it. They should also off & on make a check on a few entries to see that the A&A from duly executed have been pasted in the relevant register and the account No. are actually opened in the ledger by the CA/CC.

NOTE:

- (i) Ref. of entry of connected load register should be made on SCO before it is returned to office.
- (ii) SDO should record on SCO whether connection has been given from existing mains or augmented or new line.
- (iii) JE should check proper running of meter and record entry to this effect on SCO at the time or release of connection.

4. In case of DS/NDS category consumers where bills are prepared by outside agencies the monthly advice should be given to the billing agencies at the time of issue of SCOs to the JE for release of connection. This advice will contain the name & address of the consumer and the connection number & connected load as in the case of advice sent for new connections to the Computer agency presently. Once the SCO is returned by the JE, details of billing would be sent to the Computer agency in the same form as the advice for meter addition/ correction form. For other categories entry should be recorded in the ledgers as per instruction laid down above. The register so maintained be updated in respect of all pending SCOs. The Computer Agency will provide an exception report every month detailing cases where the SCO has been issued but billing has not started.

5. SDO (OP) should investigate about the pending SCOs and ensure that first bills have been issued for all the new connections released. The Xen (OP) should also check about the maintenance of record of SCOs and billing of all the new connections released. Strict disciplinary action will be taken for non-observance of the instruction. The loss of revenue due to negligence will be recovered from Xen (OP)/SDO (OP)/Consumer Clerk in equal measure.

INSTRUCTION NO. 1.18

Measurement of Service Lines:

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

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

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

INSTRUCTION NO. 1.19

Recording of Consumer Cases:

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

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

The file should be headed as follows:

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

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

1. The Application & Agreement Form executed by the consumer and all the documents supplied by the prospective consumer at the time of applying for connection, shall be placed in a consumer case file opened for that particular application. All other documents prepared during process of release of connection shall also be placed in the consumer case file.
2. The documents relating to extension/reduction in connected load/Contract Demand shall also be placed in the consumer case file.
3. The consumer case files of DS/NDS, AP and L.T. Industrial connections upto the load of 20 kW shall be maintained by the Consumer Clerk. The consumer case files in respect of L.T. Industrial consumers having load above 20 kW, H.T. Industrial, Bulk Supply, Street Lighting, Temporary connections etc. shall be maintained by the Commercial Assistant.
4. In order to check and enforce this provision, the Xens should particularly see during their routine tours as also during annual inspections that these instruction are meticulously followed. Any breach in the observance of these instruction should be viewed very seriously and suitable steps taken to avoid its recurrence.

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

It has been experienced that in certain cases, the industrial consumers do not at the very start take the total load applied for by them in their application due to one reason or the other, but they increase the load gradually. In dealing with such consumers, following procedure may be adopted.

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

“I undertake to make up the load to the extent of the load sanctioned within a period of six months from the date of connection failing which or in the event of any part of the load being disconnected later the application may be deemed to have been duly modified for the load actually connected at the time of expiry of said period of six

months and I further agree to submit fresh A&A form for the same.” In case of HT industrial supply consumers, the following lines may also be added in the said undertaking.

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

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

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

(b) Fixed Service Connection Charges.

The Fixed Service Connection Charges are got deposited before the release of connection for the total sanctioned load/Contract Demand as the case may be. As such, no service connection charges are leviable on the load/Contract Demand built up (upto the sanctioned limit) within the six months of release of connection. The Fixed Service Connection Charges deposited for the un-availed load/Contract Demand shall not be refundable because the same are recovered in lieu of cost of service line to be erected for the consumer. No benefit of the FSC Charges so deposited shall be allowed in case the consumer applies for extension of load/Contract Demand after expiry of the period admissible for building up of the load i.e. six months from the date of release of connection.

(c) Recovery of the cost.

In case, due to non-availing of full sanctioned load/contact demand by the consumer, any equipment/service line is required to be removed/dismantled/installed the same shall be carried out at the expenses of the consumer. In such eventuality the work shall be got carried out after preparing a detailed deposit estimate.

(d) Billing during the period of the Building up of load:

During the period of building up of the load, the consumer shall be billed based on the maximum load/contract demand built up during the billing month. In other words the total load/contact demand build up during the billing month shall be considered as sanctioned load/contract demand for that month and the billing shall be made accordingly. In case, a consumer governed under contract demand i.e. HT Industrial consumer, does not declare his contract demand at the time of release of connection or while building up of the load, his contract demand shall be worked out by applying the standard average power factor.

If the consumer opts to build up the connected load only and avails full sanctioned contract Demand, the bill should be raised on the

sanctioned contract demand.

(e) Meter Service charges:

The charges for meter service charges should be levied according to the capacity of the meter installed which should correspond to the load connected from time to time and meter service charges revised when the meter is to be replaced by higher capacity meter.

(f) Load remaining unconnected at the expiry of six months:

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

INSTRUCTION NO. 1.22

Procedure to be followed when one of the consumers out of the joint estimate drops out and does not avail the connections.

The original sanctioned estimate should be revised for the remaining applicants of the group, and in case the revised estimate turns out to be financially justified then the work may be taken in hand, immediately, without waiting for the sanction of the revised estimate. If however the revised estimate turns out to be financially unjustified then the prospective consumers should be informed of the cost of unjustified portion of the estimate.

2. The applicants should also be intimated about the revised line service charges through new Demand notice and work should only be taken in hand after the applicants have exercised their option and deposited the requisite amount and have returned the Demand Notices duly filled in respect of charges etc.

INSTRUCTION NO. 1.23

Grant of electric connection in the absence of consent from the landlord:

In case, it has not been possible for a lawful occupier of the premises to obtain consent of the landlord he should agree to keep indemnified and harmless the supplier against all claims made and actions and proceedings taken by the landlord or any person claiming through or under him by reasons of the giving of the electric connection by the supplier. Accordingly an indemnity bond should be got executed on a stamp paper of the value of Rs. 15/- from the prospective consumers in case they are unable to obtain the consent

of their landlords. However stamping of indemnity bond need not be insisted upon from domestic or non-domestic consumers.

INSTRUCTION NO. 1.24

Grant of connections procedure for fixing seniority:

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

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

2. It may not, however be always possible to follow the procedure laid down above strictly in all cases and accordingly the same is to be taken as a general guide. In actual practice there may be certain other factors, technical or financial, which may necessitate deviation from

the procedure out lined above. For instance, there may be a case in which augmentation of erection of mains and/or Sub Station is involved or where some special material required for erection of sub station, 11 KV lines or LT lines may not be available. In such cases other applications or cases received or sanctioned latter and which can be connected without any delay need not keep on waiting till the applications referred to above are connected first. The main consideration, which should normally guide the determination of seniority in the grant of electric connection, is that all the connection should be given expeditiously and no discrimination should be made between the applicants under the same circumstances. In the case of pending test reports pertaining to L.T. Industrial applicants, the seniority of cases requiring installation/ augmentation of transformers should be segregated from the other pending test reports. These seniority lists should be got concurred by the SDO from the concerned Xen(OP). The later will ensure that the concurrence is given after thorough examination and scrutiny and is conveyed within a maximum period of fortnight. However, the seniority of agricultural consumer shall be maintained in the following order

1. Cable connection
2. Upto 2 pole LT connection.
3. Cable connection involving augmentation of distribution transformer.
4. Single pole L.T connection involving augmentation of distribution transformer.
5. Connection involving erection of pole-mounting S/Stn. only without any span of HT /LT line.
6. More than 2 L.T. Poles connections with or without augmentation of distribution transformer.
7. HT connection involving installation of distribution transformer with one or more than one span of HT line.

INSTRUCTION NO. 1.25

Grant of Electric Connections to tube wells under AP category:

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

I) General Category Applicants.

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

original seniority of their applications.

II Priority Category Applicants.

The following applicants are covered under the priority category:-

- b. Ex-Serviceman
- c. Defense personal.
- d. Gram Panchayats.
- e. Freedom Fighter.
- f. War-Widows.
- g. Co-operative farming societies.
- h. State tubewell installed for Irrigation purpose
- i. For lift irrigation etc. to those applicants whose lands are acquired/submerged for (i) power Projects or (ii) the common works in the case of multipurpose projects such as dam, etc.

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

III. Grant of "Out of Turn" connection.

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

a) Scheduled caste/disabled /handicapped.

The priority to above categories shall be available irrespective of the area of land. However no priority shall be admissible to those applicants from the above-mentioned categories who have obtained the land on lease/ patta irrespective of the period for which it is available.

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

i) For orthopedically handicapped persons.

Minimum of 40% permanent partial disability of either upper or lower limbs or 50% permanent partial disability of both upper and lower limbs together.

ii) For Blind person.

The vision should be less than 3/60.

(b) Out of turn priority for release of tubewell connections under AP supply category to Gaushalas is available subject to the following conditions:-

1. The connection will be given only to existing registered Gaushalas as on 17.7.2001.
 2. The Gaushala land should either be owned by the applicant(s) or should be held by the applicants/ Gaushalas on long lease of 25 years or more.
 3. The scheme will be applicable on one time basis to all the Gaushalas, falling under the jurisdiction of DHBVN as are existing on the date of this decision.
 4. If there is already a tubewell connection existing in the name of Gaushalas, then no over riding priority shall be provided for a second or subsequent tubewell connection.
 5. Such connections shall be non transferable and in case the Gaushala is wound up or the land on which the tubewell stands is alienated, then the connection provided to such Gaushala shall be disconnected. An undertaking to this effect shall be obtained from the applicant Gaushala prior to release of the connection.
 6. The connection shall be released only after the approval of SE (OP) of the area, who shall personally satisfy himself about the genuineness of the Gaushala before the release of the connection and record the grounds of satisfaction.
- (c)** The out-of turn priority for release of tubewell connections of the Watershed Committee shall be subject to the following conditions: -
- i) The land on which the tubewell connection is installed should be in the name of Watershed Committee and the land should not be in any un-authorized hand.
 - ii) The new connection will be in the name of Watershed Committee.
 - iii) The above priority shall be subject to the deposit of the charges as fixed by Nigam for such type of applicants.
- (d)** Out of turn priority for release of one tubewell connection for irrigation purpose is available to the Panchayats on the land owned by them and existing in their name on the condition that:-
- i) The land should be in the name of Panchayat and the possession should not be in any un-authorised hands.
 - ii) The new connection is in the name of Panchayat.
 - iii) The above priority shall be subject to deposit of charges as fixed by Nigam for all applicants.
- (e)** The connection to all the applicants under AP category is to be released as per the following guidelines :-
1. The applicant is required to make a non-refundable deposit of Rs. 20,000 per connection.
 2. An additional payment @ Rs. 7000/- per span of HT or LT line is also payable by consumer. However, total payment to be made by the applicant is limited to Rs. One lac.

3. The work shall be taken up only after receipt of the full amount of money.
4. The span length of HT/LT line is to be taken as 70 meters.
5. The seniority of release of connection will be as per the date of receipt of the test report.
6. The priorities available to various categories of applicants are also applicable.
7. The entire cost of release of connection including distribution transformer if any will be borne by the Utility.
8. All such connections shall be released under metered tubewell connections.
9. No tubewell connection is to be released on LT where total length of LT line from transformer upto tubewell bore exceeds 1200 ft.
10. The length of the cable from the transformer to the tubewell bore shall not exceed 20 meters. In case, the length of the cable exceeds 20 meters, it shall be considered as a span.
11. The load connected to the transformer does not exceeds its safe loading capacity with the release of connection. The distribution transformers would be loaded upto 80% of the rated capacity irrespective of their being new or repaired one. This will be taken as safe loading capacity of the transformer.
12. Where it is technically feasible to release the connection on LT as well as on HT;
 - i) The estimate should be prepared on LT with or without augmentation of transformer. The total length of L.T. line from transformer to applicant's bore should not exceed 1200 ft.
 - ii) Simultaneously estimate should be prepared on H.T. also.
The estimate where minimum expenditure of the Nigam is involved should be operated.

INSTRUCTION NO. 1.26

Time limit for grant of connection:

1. On receipt of an application for release of new electricity connection with complete documents as prescribed on the application form alongwith the requisite security amount and such other charges as are applicable under the instruction from any person seeking connection, the SDO concerned or his authorised representative shall visit and inspect the site within seven days of receipt of the application to ascertain if the connection can be released from the existing system

or extension of existing system is required to release the connection.

2. On inspection of the site, if it is found that the connection can be released from the existing system and there are no reasons under the rules which prohibit the release of connection and estimated cost justifies the release of connection, then it shall be ensured by the SDO concerned that the connection is released within a period of one month from the date of receipt of the complete application including test report.

3. An application shall be considered to be complete, when the demand notice is issued to the applicant after verification from site within one week that the connection of the consumer can be released without any extension / augmentation of the existing infrastructure. The consumer would be required to submit a test report, which would be verified within one week from the date of submission. The date of complete application would be date of verification of test report.

4. If on the inspection of site it is found that:

- a) The connection cannot be released without extension of existing distribution mains/ sub-station.
- b) There are arrears of electricity consumption charges outstanding against the applicant or the premises.

The applicant shall be informed accordingly through a written communication indicating the probable date by which the connection could be released after extension of the system. The requisite amount to be deposited by applicant regarding unjustified cost or outstanding arrears, etc. should also be indicated while serving the demand notice indicating that the applicant would be required to deposit the amount so as to comply with the demand notice.

5. The Electricity Act, 2003 provides for levy of penalty of upto Rs. 1000/- for each day of default in release of connection beyond one month. As such the officers/ officials of the Nigam responsible for release of connection, will be personally liable for the penalty.

6. In view of the time limits specified above, it should be ensured that the demand notices are issued carefully taking all the circumstances viz. availability of funds and materials, etc. into consideration.

INSTRUCTION NO. 1.27

Grant of priority to applications for electric supply.

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

A) Domestic Supply

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

B) Non-Domestic Supply/Bulk Supply

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

C) Industrial Connection

- i) Railways
- ii) Export, oriented with manufacturing cotton textiles.
- iii) Cooperative processing societies for handling any process e.g. Milk Chilling and Cold Storage etc.
- iv) Panchayats.
- v) Common Good connections for pumping water (Drinking Purposes)
- vi) Cooperative rice sheller and improved type Khandsari units.
- vii) Self employed entrepreneurs on furnishing certificate from Distt. Industries Officer or District Employment Officer.
- viii) Units set up with the financial assistance of the Khadi & Village Industries & Board.
- ix) Units set up under Rural Industrialisation Scheme.
- x) Small power units (upto 20 kW load) Harijans/Schedule Castes.
- xi) Horticulture Tubewell connections primarily to meet the requirements of irrigation for grape orchards, other fruit orchards nurseries, poly-green houses whether Government/Private or others, and for adopting methods of drip irrigation system.

Provided that such tubewell connection would be released with the approval of concerned SE (OP) and the site of connection will be inspected by the SE (OP) after release of connection to check that the land is under horticulture. Last year's Girdawari of the concerned land would be obtained from the applicant alongwith the application establishing that the land utilization is for horticulture purpose only. Recommendation shall be obtained from the Department of Horticulture.

D) Grant of out of turn connection.

Disabled/Handicapped persons desirous of setting up tiny industrial unit (upto 20 kW) may be allowed power connection as 'Out Of Turn Priority'. In support of his claim the applicant

will be required to get a certification of his disability from Dy. Commissioner of concerned District.

INSTRUCTION NO. 1.28

Procedure to deal with an applicant who does not avail connection.

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

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

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

INSTRUCTION NO. 1.29

Supply of load to Local Bodies for Public Lighting.

A. Receipt and Disposal of Requisition:

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

2. For village Panchayat in order to avoid financial complications a

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

3. As soon as a requisition together with an attested copy of the resolution passed by the Local body is received in the local office of the Nigam the necessary estimate, justification slip and other necessary documents should be prepared at once. The Local body should be informed within 15 days from the receipt of the requisition whether the estimated cost is justified or not. In case the estimate is not justified, the amount of unjustified portion should be intimated to the local Body, which should be asked whether it is prepared to pay the said amount. The Local body should be clearly told that the estimated expenditure and unjustified portion of the cost, if any, is only tentative and is subject to the final approval of the competent authority.

4. In case the estimated expenditure, is financially justified the street Lighting Agreement should be got signed from the authorised representatives of the Local Body. If the expenditure is financially unjustified the agreement should only be got signed if the Local Body agrees to pay the unjustified cost.

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

6. The estimate/Agreement will be dealt with by the authorities concerned and returned to the Local officer duly sanctioned/accepted in due course, but the work of providing street light points should not be delayed for want of execution of Agreement on the part of the Superintending Engineer which may take some time. However, in case the expenditure is unjustified the work should only be taken in hand after the unjustified portion of the cost is deposited by the Local Body.

B) Execution of Principal and Supplementary Street Lighting Agreement.

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

- (i) There should be no over writing in the Agreement
- (ii) Corrections and interpolations, if any, should be initialed by all the executants of the Agreement i.e. by the President and the Secretary or by the Executive Officer, (as the case may be) in

the case of Municipal Committees and Sarpanch and a Panch in case of Village Panchayats on behalf of the local body and by S.E. on behalf of the Nigam.

- (iii) Mere manuscript filling in the blanks in the Agreement forms need not be attested by the executants.
- (iv) The date of execution of an agreement, (i.e. the date to be filled in the first line of the agreement) should always be written in words such as 'Fourth day of April'. One thousand nine hundred and eighty five”.
- (v) The number of lamps, their wattages, length of lines in miles, etc. should also be written both in figures and words in the agreement e.g. 20 (Twenty) lamps. 40(Forty) watts and 4.136 (four decimal one three six miles)
- (vi) Each page of the agreement should be initialed and the four schedules signed in full by the representatives of the Local Body.

Note:

- i) The space meant for filling the date of execution of an agreement is not to be filled in by the Divisional or Sub Divisional officers in accordance with para 7.1 of the PWD B&R Branch Manual of orders. the date of execution of an agreement should be the date on which the agreement is last signed by any party thereto.
- (ii) While filling schedule 1 of the Street Light Agreement, it should be kept in view that at least the requirements of the next five years are taken into consideration so that the necessity of entering into supplementary agreement every now and then is obviated. In the column meant for minimum No. of lamps, the immediate requirement should be entered. Whereas in the column meant for Maximum No. of lamps the probable No. of lamps, which would be required by the end of 5 years should be mentioned.

2. As the Public Lighting Agreement is an important document just as a contract Agreement, it should be prepared with due care and all instruction issued from time to time should be followed in preparing the same.

3. The agreement thus completed in quadruplicate alongwith the various schedules should then be forwarded to S.E. concerned through the Executive Engineer for acceptance on behalf of the Nigam. Original copy of the Agreement should be retained in S.E.'s office and the Duplicate one forwarded to the S.D.O. for onward transmission to the Local Body The 3rd and fourth copy of the agreement should be made available to the Executive Engineer and the S.D.O. for reference and record.

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

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

- (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 authorised representatives of the Local Body. If the estimate is found to be financially justified or in the case of its being unjustified the local body undertakes to pay the unjustified cost of works, the estimate should be forwarded to the competent authority for sanction whereas schedule –IV in quadruplicate should be sent to the Superintending Engineer through the Executive Engineer. In unjustified cases, the work should of course, be taken in hand after the unjustified cost has been recovered.

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

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

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

INSTRUCTION NO. 1.30

Disposal of Pending Applications:

At the close of each month, an abstract in the Service Register should be prepared by the SDO /J.E.. in-charge of the Sub Office. The

abstract should show clearly the number of pending applications and applications received during the month. The pending applications (especially for tubewell and industrial loads) should be further scrutinised by the SDO personally and necessary action taken to see that (i) arrangement are made to make supply of power available to all genuine demands and (ii) that all non-genuine applications are cancelled after observing necessary formalities.

INSTRUCTION NO. 1.31

Direction for maintenance and upkeep of connected load Register E.B. form CS-24:

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

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

	Capacity in kW
a)	200
b)	100
 - (v) Capacity of each phase in each feeder should be calculated in

kW and entered under the columns headed 'R' 'Y' and ' B' respectively. If desired the capacity of each phase may also be worked out in amperes and entered below the letters 'R' 'Y' and 'B.'

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

INSTRUCTION NO. 1.32

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

If in any case even after the applicant/prospective consumer has complied with the terms and conditions of the demand notice issued to him and the service connection order is also issued, it is found that while carrying out the work that the position is materially different from the one depicted in the sanctioned estimate, the estimate may immediately be revised/re-casted on the basis of actual measurements and material estimation.

In case the cost involved in the revised/recasted estimate

becomes justified the work should be taken in hand immediately and the connection given after, however, the revised estimate is sanctioned on priority basis by the competent authority.

In case the revised estimate is found to be unjustified the prospective consumer or group of prospective consumers involved in the estimate should immediately be informed of the position through the issue of new demand notice in supersession of the original one and the work should only be taken in hand after the unjustified cost is paid by him strictly in compliance of the existing instruction on the subject.

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

INSTRUCTION NO. 1.33

Temporary Supply:

Temporary connections are required to be given for temporary needs only. Allowing of temporary connection to a consumer merely to bridge the gap till his turn for permanent connection comes could only mean circumventing the rules and giving undue benefit to him. As such, the period for which the temporary connection is to be given should be decided on the basis of purpose for which the temporary connection is sought. The maximum period for which a temporary connection can be granted is 2 years.

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

3. Where the temporary connection is sought for marriage or other functions, to avoid any chance of misuse by the consumers in connivance with staff/Wiring Contractor by allowing part supply on temporary connection and part through domestic connection or direct

tap thereby causing loss of revenue, it must be ensured that the total temporary load is fed through the meter. Further, the total temporary load connected to the system should be checked and it should also be ensured that the supply is not used for the purpose other than for which granted. This checking should be carried out by the JE Incharge before release of connection.

4. A seniority list of all applicants at the Sub Divisional level shall be maintained and the temporary connections shall be released strictly as per the seniority list. The financial justification shall be worked out as per para-3 of Instruction No.5 of Sales Manual. Only financial justified applications shall be included in the seniority list. This shall, however, be not applicable for temporary connection sought for a period of equal to or less than 7 days and for Govt. connection of a temporary nature.

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

6. The ACD @ 4 times of normal rates be got deposited alongwith Application and Agreement as prescribed under the schedule of General and misc. charges. However, the ACD of the concerned consumer may be enhanced in case the amount of monthly bill is found more than the ACD already deposited. In fact, it must always be ensured that the amount of ACD is quite sufficient to cover the charges, which may become due from the consumer in case of default in payment of energy bill.

7. No temporary connection shall be given without installing of a correct, appropriate and proper meter. The meter shall be of electronic variety and specification as approved by the Nigam. For load exceeding 20KW, CT connected Electronic Meter of specification fixed by the Nigam shall be provided. The meter shall be properly encased in meter cub-board and sealed. Proper housing arrangements for metering equipments must be got arranged before releasing the temporary connection for safety of metering equipment. In no case the meter shall be installed on the pole.

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

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

INSTRUCTION NO. 1.34**Temporary connection where erection/augmentation of Mains and Pole Mounting Sub Station and subsequent dismantlement is involved.**

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

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

INSTRUCTION NO. 1.35**Electrification of Dhanies /Small Hamlets for release of domestic connections**

The following criteria has been laid for the electrification of Dhanies/ Hamlets:-

1. The electrification of Dhanies/Hamlets would be permitted irrespective of number of houses existing in the Dhanies/hamlets or the minimum number of applicants applying for electrification. Any Dhanies/Hamlets would be electrified subject to the condition that the cost of line and allied material to be constructed for electrification shall be entirely borne by the applicants in proportion to the connected load applied by them. The transformer, if required however, be provided by the Nigam. The Nigam will however, install the transformer only if the applied load is 60% or more of the transformer capacity.
2. There is no limitation for length of service line for electrification of Dhanies/ small Hamlets. However, in case the length of line required for electrification is more whereby necessitating the extension of the existing HT line, the cost of extension of HT line will also be borne by the applicants.
3. If the work of electrification is executed as a deposit work from funds provided under MP LAD Scheme, no departmental charges shall be levied. However, inspection charges @ 1.5% of the cost of estimates shall continue to be charged.

INSTRUCTION NO. 1.36**Levy of Departmental charges on Deposit Works**

Whenever a deposit work is carried out on behalf of a consumer/person/ institution etc estimates are prepared indicating details of cost of material, labour etc. As per the existing policy based on PWD accounting system, departmental charges amounting to 24 % are levied on the cost of estimate.

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

- I. For works executed as a deposit work wherein funds are provided under MPLAD Scheme.
 - II. For shifting of lines done on the request of HSIDC / HUDA in Urban/Industrial Sectors planned by them.
 - III. An industry or a group of industries seek an independent feeder having their total connected load of 1 MW or more.
 - IV. For shifting of 11 KV and 33 KV lines which are passing over the houses of the residents.
 - V. The Religious Societies/Charitable Trusts, who are engaged in community/social service, shall also be exempted from levy of departmental charges. The exemption will be given after seeking the approval of SE (OP) in each case provided the Society desires to have an independent feeder and who are willing to pay the entire cost of construction of the independent feeder subject to the condition that it is a bulk supply category connection.
2. All other cases which are not covered as above, the departmental charges will be levied @ 10% instead of the prevailing rate of 24%.

INSTRUCTION NO. 1.37**Non-levy of O&M /Inspection Charges in respect of colonies developed by HUDA/HSIDC/ Private colonizers.**

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

The Haryana Electricity Regulatory Commission (HERC) in their order-dated 21.8.2003 has quashed the impugned circulars and has directed that O&M charges/inspection charges will not be recoverable

w.e.f. 1.1.2001 i.e. from the date on which first Distribution & Retail Supply Order was made effective.

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

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