

1.2 Definitions

- (1) In these regulations, unless the context otherwise requires:
- (a) **'Act'** means The Electricity Act, 2003 (No. 36 of 2003) as amended from time to time;
 - (b) **'Agreement'** with its grammatical and cognate expressions means an agreement entered between the Licensee and the consumer under these Regulations;
 - (c) **'Apparatus'** means, electrical apparatus and includes all machines, fittings, accessories and appliances;
 - (d) **'Applicant'** means owner or occupier of premises who makes an application to a Licensee for supply of electricity;
 - (e) **'Area of Supply'** means, the area within which a distribution Licensee is authorized by his license to supply electricity;
 - (f) **'Authorized officer'** means, the officer designated as Authorized Officer by the Government of Sikkim under section 135 (2) of the Act;
 - (g) **'Billing cycle'** means the period for which the bill is raised;
 - (h) **'Breakdown'** means, an occurrence relating to the equipment for supply of the electrical energy including electrical line that prevents its normal functioning;
 - (i) **'Commission'** means, the Sikkim State Electricity Regulatory Commission;
 - (j) **'Conductor'** means, any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system;
 - (k) **'Connected Load'** means, aggregate of the manufacturer's rating of all energy consuming devices, in the consumer's premises, which can be simultaneously used. This shall be expressed in kW, kVA or HP units and shall be determined as per the procedure laid down in these Regulations;
 - (l) **'Consumer'** means, any person who is supplied with electricity for his own use by a Licensee engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes any person whose premises is for the time being connected for the purpose of receiving electricity with the works of a Licensee, and covers such other person, as the case may be;

- (i) **‘Low Tension Consumer (LT Consumer)’** if he obtains supply from the Licensee at low voltage.
- (ii) **‘High Tension Consumer (HT Consumer)’** if he obtains supply from the Licensee at High Voltage.
- (iii) **‘Extra High Tension Consumer (EHT Consumer)’** if he obtains supply from the Licensee at Extra High Voltage.
- (m) **‘Consumer’s installation’** means, any composite electrical unit including electric wires, fittings, motors and apparatus, portable and stationary, erected and wired by or on behalf of the consumer at the consumer’s premises;
- (n) **‘Contract demand’** means, the Load in kW, kVA or HP, as the case may be, agreed to be supplied by the Licensee and contracted by the consumer and specified in the agreement;
- (o) **‘Contracted Load’** means, the load which the consumer requires and as specified in the agreement or in the sanction accorded for the service;
- (p) **‘Cut-out’** means any appliance for automatically interrupting the supply or flow of electrical energy through any conductor when the current rises above a predetermined quantum, and shall also include fusible cut-out;
- (q) **‘Date of commencement of supply’** means the date immediately following the date of expiry of a period of three months from the date of intimation to an intending consumer of the availability of power or the date of actual availing of supply by such consumer, whichever is earlier;
- (r) **‘Demand Charge’** for a billing period means a charge levied on the consumer based on the contract demand or maximum demand calculated as per the procedure provided in the Tariff Order of the Commission;
- (s) **‘Distribution main’** means the portion of any main with which a service line is, or is intended to be connected;
- (t) **‘Distribution System’** means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers;

- (u) **‘Earthed’ or ‘connected with earth’** means connected with the general mass of earth in such manner as to ensure at all times an immediate discharge of energy without danger;
- (v) **‘Electric line’** means any line which is used for carrying electricity for any purpose and includes –
 - (i) any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is, or may be, supported, carried or suspended; and
 - (ii) any apparatus connected to any such line for the purpose of carrying electricity;
- (w) **‘Electrical Inspector’** means a person appointed under sub-section 1 of section 162 of the Electricity Act, 2003 (36 of 2003), by the Government of Sikkim;
- (x) **‘Electricity’** means, Electrical Energy –
 - (i) Generated, transmitted or supplied for any purpose, or
 - (ii) Used for any purpose except the transmission of a message.
- (y) **‘Energy charge’** means a charge levied on the consumer based on the quantity of electricity (units in kWh or kVAh as per tariff) supplied.
- (z) **‘Extra High Voltage (EHV)’ or ‘Extra High Tension (EHT)’** means the voltage, which exceeds 33,000 volts, under normal conditions subject, however, to the percentage variation allowed under the Indian Electricity Rules, 1956;
- (aa) **‘Group User’** means and include Cooperative Group Housing Society, registered under Cooperative Societies Act or a person representing his employees;
- (bb) **‘High Voltage (HV)’ or ‘High Tension (HT)’** means the voltage higher than 400 volts, but which does not exceed 33,000 volts, Alternating current under normal conditions subject, however, to the percentage variation allowed under the Indian Electricity Rules, 1956;
- (cc) **“Indian Electricity Rules” or “I.E. Rules”** means the Indian Electricity Rules, 1956, to the extent saved by the Act or the rules made under the Act there after;
- (dd) **‘Initial period of agreement’** means the period of one year in case of LT supply and two years in case of HT supply starting from the date of commencement of supply as per agreement. The initial period of agreement shall continue till the end of the month, in which the end date of the one/two year’s period expires;

- (ee) **'Installation'** means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing or utilizing electrical energy;
- (ff) **"Licensee"** means a person who has been granted a license under section 14 of the Act;
- (gg) **'Licensed Electrical Contractor'** means a contractor licensed under rule 45 of the Indian Electricity Rules 1956;
- (hh) **'Low Voltage (LV)'** or **'Low Tension (LT)'** means the voltage, which does not exceed 230 volts at single phase and 400 Volts at three phase, under normal conditions subject, however, to the percentage variation allowed under the Indian Electricity Rules, 1956;
- (ii) **'Main'** means any electric supply line through which electricity is, or is intended to be supplied;
- (jj) **'Maximum demand'** means the highest load measured in KVA or KW at the point of commencement of supply of the consumer during any consecutive fifteen/thirty minutes time period in the month;
- (kk) **'Meter'** means an equipment used for measuring electrical quantities like energy in kWh or kVAh, maximum demand in kW or kVA, reactive energy in kVARh etc. including accessories like Current Transformers (CT) and Potential Transformers (PT), including cables, where used in conjunction with such meter and any enclosure used for housing or fixing such meter or its accessories and any devices like switches or MCB/ load limiter or fuses used for protection and testing purposes.;
- (ll) **'Month'** means, the calendar month or the period between meter reading date in a particular month and the corresponding meter reading date of the immediately succeeding month;
- (mm) **'Occupier'** means the owner or person in occupation of the premises where electrical energy is used or proposed to be used;
- (nn) **'Overhead line'** means, any electric supply-line, which is placed above ground and in the open air but excluding live rails of traction system;
- (oo) **'Power Factor'** means, the average monthly power factor and shall be the ratio expressed as a percentage of the total kilowatt hours to the total kilovolt ampere hours supplied during the month; the ratio being rounded off to two decimal figures;
- (pp) **'Person'** means any person or occupier or possessor of premises or place who may or may not be consumer and shall include any

company or body corporate or association or body of individuals, whether incorporated or not, or an artificial juridical person;

- (qq) **'Premises'** includes any land, building or structure;
- (rr) **'Sanctioned Load'** means the load sanctioned by the Licensee
- (ss) **'Service-line'** means, any electric supply-line through which electrical energy is, or is intended to be supplied by the Licensee from a distributing main;
- (tt) **"Standards of Performance of Distribution Licensee Regulations"** mean the Sikkim State Electricity Regulatory Commission (Standards of Performance) Regulations, 2012.
- (uu) **'Supply'** , in relation to electricity, means the sale of electricity to a Licensee or consumer'.
- (vv) **'System'** means an electrical system in which all the conductors and apparatus are electrically connected to a common source of electric supply.
- (ww) **'Tariff Order'** means the Tariff Order (s) of the Commission as may be applicable in a particular case.
- (xx) **'Theft of Electricity'** has the meaning assigned to it under section 135 of the Electricity Act, 2003.

- 2) All other expressions used herein although not specifically defined herein, but defined in the Act, shall have the meaning assigned to them in the Act. The other expressions used herein but not specifically defined in these regulations or in the Act but defined under any law passed by the Parliament applicable to electricity industry shall have the meaning assigned to them in such law.

Subject to the above, the expressions used herein but not specifically defined in these regulations or in the Act or any law passed by the Parliament shall have the meaning as is generally assigned in the electricity industry.

- 3) In case of any inconsistency between these regulations and the Terms & Conditions of Supply existing on the notified date, the provisions and meanings contained in these regulations shall prevail. The Licensee will within six months of the date of notification of Electricity Supply Code submit the Terms & Conditions of the Supply for the approval of the Commission. The Commission may from time to time direct any Licensee to amend the Terms & Conditions of Supply in such manner as it may consider appropriate.

1.3 Review of the Electricity Supply Code

(1) Constitution of the Review Committee

The Commission will setup an Electricity Supply Code Review Committee consisting of the following members :-

- (i) A member of the Commission nominated by its Chairperson will be Ex-officio Chairperson of the Committee.
- (ii) One Chief Engineer/General Manager or equivalent level representative of each Licensee operating in the State.
- (iii) One Chief Engineer/General Manager or equivalent level representative of the State Transmission Utility (STU) and each transmission Licensee operating in the State.
- (iv) One representative of the State Load Dispatch Center (SLDC)
- (v) Representatives of the consumers not exceeding three to be nominated by the Commission representing, as far as possible, different categories of consumers.
- (vi) The Secretary of the Committee will be an officer of the Commission nominated by the Chairperson of the Commission.

(2) Functions of the Committee

The Committee will meet at least once in six months and perform the following functions:-

- (a) To consider views of the Licensees, consumers and other stakeholders regarding implementation of the Electricity Supply Code;
- (b) To protect consumer interest and overall performance of utilities; and
- (c) To recommend changes in the Electricity Supply Code, wherever required.

(3) Manner of reviewing the Electricity Supply Code

- (a) A Licensee, consumer or any other stakeholder seeking amendment in the Supply Code will send the proposal in writing to the Secretary of the Committee specifying the reasons for such a change.
- (b) The Committee will after finalizing its views on the proposed modifications, make suitable recommendations to the Commission.
- (c) The Commission may approve the changes with or without modification as it may deem fit following the procedure as specified in clause (5) below.

(4) Remuneration and Traveling Allowance to non-official Members of the Committee

The representatives of the consumers will be entitled to remuneration (traveling allowance and/or sitting fee) as may be notified by the Commission.

(5) Amendment to the Electricity Supply Code

- (a) The Commission may suo-motu or on the recommendations of the Committee amend the Supply Code ordinarily once in a year. However, views of the public, consumers, the State Government and other stakeholders will be sought before any amendment is effected.
- (b) Amendments to the Supply Code will be notified in the official Gazette of the State and placed on the website of the Commission.
- (c) The Licensee will place the amendments notified in the official Gazette on its website and will also arrange publicity in at least two newspapers having wide circulation in its area of supply apart from displaying the amendments in its notified offices.

CHAPTER – 2:
SYSTEM OF SUPPLY AND CLASSIFICATION OF CONSUMERS

2.1 System of Supply

- (1) The declared frequency of the alternating current (AC) shall be 50 HZ. The Licensee shall as far as possible supply and maintain uninterrupted power supply in a frequency band between 49.2 Hz to 50.5 Hz
- (2) The declared voltage of AC supply shall be as follows:
 - (a) Low Tension (LT)
 - (i) Single Phase: 230 volts between, a phase and neutral.
 - (ii) Three Phase: 400 volts between any two phases.
 - (b) High Tension (HT) - Three Phase: 11 kV or 33 kV between phases.
 - (c) Extra High Tension (EHT) - Three Phase: 66 kV, 132 kV or 220 kV between phases.
- (3) The Licensee shall design and operate the distribution system in conjunction with the transmission systems. The Licensee shall maintain voltage at the point of commencement of supply to the consumer within the limits with reference to the declared voltage as stipulated hereunder;
 - (a) Low voltage: (+) 6%; and (–) 6%;
 - (b) High voltage: (+) 6% and (–) 9%
 - (c) Extra high voltage: (+) 10% and (–) 10%These are subject to change as and when deemed necessary by the Competent Authority

2.2 Voltage of Supply to Consumers

The Licensee's declared pressure of supply is classified as follows:

- (a) Low Voltage Supply:

230 volts, alternating current, single phase, 50 cycles/sec (Hz) and 400 volts, alternating current, three phase, 50 cycles/sec (Hz).
- (b) High Voltage Supply:
 - (i) 11,000 volts alternating current, three phase, 50 cycles/sec (Hz).
 - (ii) 33,000 volts alternating current, three phase, 50 cycles/sec (Hz).
- (c) Extra High Voltage Supply:
 - (i) 66,000 volts, alternating current, three phase, 50 cycles/sec (Hz).
 - (ii) 1,32,000 volts, alternating current, three phase, 50 cycles/Sec (Hz)
 - (iii) 2,20,000 volts, alternating current, three phase, 50 cycles/Sec (Hz)

- (iv) The supply of electrical energy will be alternating current in the area of supply and will give at the Licensees cut-out on the consumer's premises at the following declared voltage:
- (a) Up to maximum connected load of 5 KVA the supply will be single phase, 2 wire, 230 volts 50 cycles/sec (Hz) AC.
 - (b) For connected load of above 5 KVA and up to 25 KVA, the supply will be 400 volts, 3 phase 50 cycles/sec (Hz) AC.
 - (c) For connected load of above 25 KVA, supply shall be made at high voltage or extra high voltage, AC 50 cycles/sec (Hz). However, a consumer can avail LT supply upto 50 KVA if he provides own transformer for taking service connection.

2.3 Classification of Consumers

- (1) The classification of consumers, tariff and conditions of supply shall be as fixed by the Commission from time to time in the tariff order or otherwise.
- (2) Where a consumer has been classified under a particular category and is billed accordingly and if it is subsequently found that the classification is not correct, the consumer shall be informed through a notice, of the proposed reclassification, duly giving him an opportunity to file any objection within a period of fifteen days. The Licensee shall finalize the classification with the approval of the Commission, after due consideration of the consumer's submissions.
- (3) No additional category other than that approved by the Commission shall be created by the Licensee.

CHAPTER – 3:

NEW SERVICE CONNECTION

3.1 Licensee obligation to supply of electricity on request

The Licensee shall on an application by the owner or occupier of any premises located in its area of supply, give supply of electricity to such premises within 7 working days in Urban area and within 30 working days in Rural area after receipt of application and on payment of requisite charges.

Provided where such supply requires extension of distribution lines or commissioning of new distribution transformers, the distribution Licensee shall supply the electricity (an enhancement of load) to such premises immediately after completion of such extension or commissioning of new distribution transformers or within such period as specified in Regulation 3.8 below.

Provided in case of application for supply of electricity in a village or hamlet or area wherein no provision for supply of electricity exists, the Commission shall extend the period as specified in Regulation 3.8 on a case - to - case basis.

3.2 Exception from duty to supply of electricity.

The periods for providing supply specified in Regulation 3.8 will not be operative where the Commission is satisfied that:

- (1) The Licensee is prevented from providing supply of electricity on account of cyclone, floods, storms and other occurrence beyond its control.
- (2) Delay in providing supply of electricity is on account of time taken for statutory clearances, acquisition of land, or in obtaining right of way or approval of the Chief Electrical Inspector for installation at the applicants or Licensee's end or for other reason beyond the reasonable control of the Licensee.

3.3 New Connection

- (1) Applications for a new connection of electricity supply or for enhancement/reduction of load shall be made in duplicate in the prescribed forms, copies of which are obtainable free of cost at any local office of the Licensee. The Licensee shall also post the application forms on its website. The form downloaded from the website of the Licensee may also be used by the applicant and shall be accepted by the Licensee. The Licensee may

modify the formats if so required to meet any requirement that may arise in accordance with the provisions of these regulations so that the formats are consistent with the Act, prevailing rules and regulations.

- (2) The requisition shall be made by the owner or occupier of the premises for which supply is required and shall give full name and address. In case of a partnership firm or a company or a department of a Government/Public organization, the requisition will have to be made by a duly authorized person.
- (3) An applicant for whom electricity supply connection is applied for shall furnish along with the application form attested true copies of following documents. The Licensee may ask for the original documents, if required, for verification.
 - (a) Proof of ownership of the premises or proof of occupancy such as power of attorney, lease deed or rent agreement.
 - (b) In case of a partnership firm, partnership deed, authorization in the name of the applicant for signing the requisition form and agreement.
 - (c) In case of a Public or Private Limited Company, Memorandum and Articles of Association and Certification of Incorporation together with an authorization in the name of the applicant for signing the requisition form and agreement.
- (4) An applicant, who is not the owner of the premises for which electric connection is applied for, shall along with the application form submit from the owner of the premises, a consent letter and an indemnity bond, indemnifying the Licensee against any loss for the said service connection.
- (5) The consumer requiring supply of electricity for Industrial/Commercial purpose shall have to furnish the necessary license or permit from the statutory authority there of.
- (6) It will be the responsibility/obligation of the intending consumer to provide way leave, license or sanction to obtain the service connection.
- (7) The Licensee shall verify the application and attached documents on receipt of application. Written acknowledgement shall be given on the spot if the application is complete, otherwise it should mention the short comings if the application is incomplete.
- (8) If any information furnished in the application form is found wrong or the installation is defective or the energisation would be in violation of provision of Act/Electricity Rules, the Licensee shall reject the application with due notice to the consumer.

- (9) All information relating to procedure, fees, designated officers for sanctioning new connection shall be displayed on the Notice Board of all the Sub-Division officers of the Licensee

3.4 Service Line

- (1) After obtaining the load sanction from the competent authority, the concerned distribution engineer of the Licensee will inspect the premises and fix the point of entry of the service line and the position of the service cut outs and meter in consultation with the consumer and/or his licensed electrical contractor duly intimating the applicant in advance the date of such inspection.
- (2) The position of the service line and cutouts or circuit breakers and the meter shall be so fixed to permit easy access to the employee of the Licensee and in the front side of the premises. In no case the apparatus, meter or any other property of the Licensee shall be fixed in a place which entails entry by its employees into 'Parda" or religious quarters.

3.5 Service Connections to multistoried building

The Licensee shall provide individual connections to owners of individual flats in the multistoried building with separate connection for common facilities. Such connections are to be given as per the following provisions.

- (1) In case of multi storied building there will be one (1) service main from the Licensee distribution main to the ground floor, where a meter room will have to be provided by the owner(s) of the building
- (2) The capacity of the service line up to the meter room will be decided on the basis of the total load demand of the building.
- (3) Separate service connections to the individual consumers shall be given, provided each consumer has a separate and distinct circuit upto the meter room in the ground floor.
- (4) For Multistoried building having one owner, such service line shall be metered separately for each category of the consumers.
- (5) All the meters will be housed in the meter room in the ground floor with necessary locking arrangement.
- (6) In case of ownership flats, for consumption against common facilities, a separate connection shall be given and to be paid by a common body on behalf of the consumer.

- (7) In case, the total load requirement of a building comprising of separate flats owned by respective owners exceeds the limits for providing service connections at LT, the legal occupants of the individual flats, will have to share the cost of service main, transformer and other equipment required to provide the service main, to the building on the basis of their load demand.
- (8) Notwithstanding any terms stated under Regulation 3.5 (1) to (7) above, the intending consumer shall be invariably required to provide transformer if the load demand is more than 50 KVA.

3.6 Service Connection Cost

- (1) An intending consumer shall have to pay the cost of service line and equipment including the cost of installation there of within 15 days on receipt of the relevant demand notice from an authorized officer of the Licensee. The estimate/demand will be valid upto three (3) months from the date of issue or sanction of the estimate and issue of notice to the consumer.
- (2) The service line shall be laid by the Licensee after receipt of service line charges.

3.7 Service Connection work got done by consumers

- (1) The Consumer shall have an option to get the work of drawing of service line from the Licensee distribution main upto his premises as per the estimate approved by the Licensee through an appropriate class of licensed electrical contractor. In such cases, the consumer himself shall procure the materials, which should conform to relevant ISI specification or its equivalent and should bear ISI mark wherever applicable. The Licensee may ask for documentary evidence to verify the quality of materials used. The consumer shall be required to pay the supervision charges as per the rate approved by the Commission.
- (2) The service connection/extension or distribution main, notwithstanding that has been provided by the consumer or executed by the consumer, shall be the property of the Licensee. The Licensee shall maintain it at its cost and shall have the right to use the same extension for supply of electricity to any other person, but such extension should not adversely affect the supply to the consumer who paid for the extension of the distribution supply network.

3.8 Time frame to provide supply of electricity

(1) The Licensee shall provide supply of electricity to the premises pursuant to the application submitted under Regulation 3.3

(a) Connections feasible with the existing Net-work

(i) LT Connections

Urban area (Towns and cities) – 7 working days

Rural area - 30 working days

(ii) HT connections - 30 working days

(iii) EHT connections - 180 working days

(b) Cases where providing of Power supply requires extension of lines

(i) LT Connections

Urban area (Towns and cities) – 30 working days or receipt of necessary changes

Rural area - 45 working days or receipt of necessary changes

(ii) HT connections - 90 working days or receipt of necessary changes

(iii) EHT connections -180 working days or receipt of necessary changes

Provided that the Licensee may seek for approval of the Commission for extension of period specified above, in case where the magnitude of work involved for extension/augmentation of the supply system is such that the Licensee may reasonably require more time

(c) In cases where supply of electricity requires erection and commissioning of new sub-station or power transformer and/or HT/EHT line (other than service line), the Licensee shall within fifteen days of receipt of application, submit to the Commission a proposal for erection of the sub-station or power transformer and/or HT/EHT line together with the time required for their commissioning. The Commission will, after hearing the Licensee and the applicant(s) concerned, decide the time frame for erection of the substation or power transformer and/or HT/EHT line. The Licensee shall erect and commission the sub-station or power

transformer and/or HT/EHT line and commence supply of electricity to the applicant(s) within the period approved by the Commission.

- (2) However, it will be the responsibility of the Licensee to have requisite arrangements with the Transmission Licensee(s) to ensure that the required supply at Extra High Tension is made available within the time frame specified under Regulation 3.8 in cases where the applicant seeks supply of electricity at voltage above 33000 Volts.

3.9 Transformer maintenance when supplied by the consumer

A consumer would be permitted to install his / her own transformer provided it conforms to the specification approved by the Licensee.

It shall be the responsibility of the consumer to maintain the transformer supplied by him. The Licensee may take over the maintenance responsibility of the transformer and necessary charges may be levied for this.

CHAPTER – 4:
WIRING AND APPARATUS IN CONSUMER PREMISES

4.1 Wiring at Consumer's Premises

- (1) For the safety of the consumer and the public in general, it is necessary that the wiring on the consumer's premises should conform to the Indian Electricity Rules, 1956. The materials used for wiring shall conform to the relevant specification of the Bureau of Indian Standards or its equivalent. Wherever applicable, the materials used shall bear ISI mark.
- (2) All electric lines, equipment and apparatus should be of sufficient rating for power, insulation and estimated fault current and sufficient mechanical strength for the duty which they are required to perform and shall be constructed, installed, protected, worked and maintained in such a manner as to ensure safety of human beings, animal and property.
- (3) The relevant code of practice of BIS (Bureau of Indian Standard), including National Electric Code may be followed in all installations. However, in case of any inconsistency, the relevant provisions of the IE Rules 1956 shall prevail. The material and apparatus used shall conform to relevant BIS specifications where such specifications are available.
- (4) All electrical installation works should be carried out by a licensed electrical contractor as required under Rule 45 of the Indian Electricity Rules, 1956.

4.2 General Wiring Conditions

(1) Mains

The consumer's main shall, in all cases, be brought back to the Licensee's point of supply and sufficient cable shall be provided for connecting up with the Licensee's apparatus.

(2) Switches and Fuses

The consumer shall provide MCB or quick break linked main switches of requisite capacity to carry and break current in each conductor near the point of commencement of supply. The switches in the consumer's premises shall be on the live wire and the neutral conductor shall be marked for identification where it leaves the consumer's main switch for connecting up to the meter. No single pole switch or cut-out should remain inserted in any neutral conductor.

(3) Balancing of Load

The consumer taking three-phase supply shall balance his load between the phases as per IE Rules

(4) Earthing

Proper earthing with earthing pipe should be done and gas and water pipes shall on no account be used for earthing purposes. All wiring shall be kept as far as possible away from gas and water pipes.

(5) Domestic Appliances

For the safety of the wiring at the consumer’s premises, separate circuit for heaters, geysers, air-conditioners and for cooking apparatus like oven, microwave oven shall be run with adequate size of wire from the main distribution board of the consumer. Wall plugs used on the circuits for domestic appliances shall be of the three-pin type, the third pin being connected to "earth".

(6) Plugs

All plugs shall be provided with switches on the live wire and not on the neutral. Preferably plugs shall be of three – pin type, the third pin connected to earth.

4.3 Apparatus Interfering with Licensee’s System

The Licensee may discontinue the supply giving reasons if the consumer installs any instruments, apparatus that are likely to affect adversely, the supply to other consumers. Supply shall be restored on taking appropriate remedial action to the satisfaction of the Licensee.

4.4 A.C. Motor Installations

The motor shall be provided with control gear with necessary protective devices so that the starting current of consumer's installation does not in any case exceed the limits given in the following schedule:

Nature of Supply	Size of Installation	Limit of Maximum current demand
Single Phase	Upto and including 1.5 Horse Power	6 X full load current
Three Phase	Upto and including 3 Horse Power	6 X full load current
	Above 3 Horse Power and upto including 15 Horse Power	2 X full load current
	Above 15 Horse Power and upto including 100 Horse Power	1.5 X full load current
	Above 100 Horse Power	1.25 X full load current

Failure to comply with these regulations will render the consumer liable for disconnection forthwith.

4.5 Consumer's Apparatus

The apparatus/ appliances/ gadgets used by consumers should conform to the standards and specifications prescribed by the Bureau of Indian Standards or equivalent

4.6 Power Factor of Plant and Apparatus

(1) Welding Transformers

LT installations with welding transformers will be required to have suitable shunt capacitor(s) installed so as to ensure power factor of not less than 90%. .

(2) Induction Motor

2. (a) Every L.T. consumer, including irrigation pump set consumer, whose connected load includes induction motor(s) of 3 HP and above and other low power factor consuming appliances shall arrange to install Low Tension Shunt Capacitors of appropriate capacity so as to ensure power factor of not less than 90% at his cost across the terminals of his motor(s).

(b) Supply to LT installation with induction motor(s) of capacity of 3 HP and above will not be given unless suitable capacitor to improve power factor is installed.

(c) Such consumers with poor power factor below the percentage specified by the Commission shall be liable to pay surcharge at the rate (s) as specified by the Commission in the Tariff Order from time to time.

(3) The Licensee may discontinue supply, after due notice of 15 days, to any installation where the average power factor in a month is less than 70% where meter installed is having P.F. measuring feature. In case LT capacitors are not installed or installed but not in working condition, in such cases also the supply shall be disconnected after due notice of 15 days without prejudice to the right of the Licensee to levy / minimum charges as applicable during the period of disconnection.

4.7 High Tension Consumers

The following controls shall be installed (refer section 50 of IE Rules, 1956)

- (1) A linked switch with fuse(s) or a circuit breaker for consumers having aggregate installed transformer/ apparatus capacity up to 1000 kVA if supplied at voltage of 11 kV and 2500 kVA if supplied at a voltage of 33 kV.
- (2) A circuit breaker along with linked switch for consumers having an aggregate installed transformer/ apparatus capacity above 1000 kVA if supplied at 11 kV and above 2500 kVA if supplied at 33 kV.
- (3) In either case, suitable automatic circuit breakers shall be installed on the low tension side of each transformer or on each LT feeder emanating from the transformer.

4.8 Extra-High Tension Consumer

Extra-High Tension consumer shall install a circuit breaker on HV side of the transformer (refer section 50 of IE Rules 1956).

4.9 HT/ EHT Consumers

- (1) All transformers, switch-gears and other electrical equipments in the installation of the consumer and also those directly connected to the feeders or lines of the Licensee shall be of suitable design and be maintained by the consumer to the reasonable satisfaction of the Licensee. The setting of fuses and relays on the consumer's control gear, as well as the rupturing capacity of any of his circuit breakers, shall be subject to the approval of the Licensee.
- (2) Notwithstanding the provisions under Regulation 4.7 it is necessary that the consumer should obtain prior approval of the Electrical Inspector about the suitability of protective devices or circuit breakers in accordance with the provisions of the prevailing laws, rules and regulations.
- (3) The consumer shall maintain a power factor of 90% and above. Consumers shall be liable to pay surcharge or receive incentive specified by the Commission, from time to time, on account of variation from specified power factor. The Licensee may discontinue supply, after due notice of 15 days, to any installation where the average power factor is less than 70% without prejudice to the right of the Licensee to levy demand / minimum charges as applicable during the period of disconnection.

4.10 Inspection and Testing of Consumer's Installation

- (1) Before any wiring or apparatus in the case of low-tension consumer, and any transformer, switchgear or other electrical equipment in the case of high-tension consumer is connected to the system, it shall be subject to inspection and approval of the Licensee/competent authority and no connection shall be made without the Licensee's/competent authorities' approval. In addition, all high-tension installations will have to be approved by the Electrical Inspector and all electrical installations in mines will have to be approved by the Inspector of Mines.
- (2) Upon receipt of the test report, the Licensee will notify to the consumer the time and day when the Licensee proposes to inspect and test the installation. The consumer shall ensure that the Licensed Electrical Contractor or his representative, technically qualified, employed by him is present at the time of inspection to furnish to the Licensee any information concerning the installation required by him. The Licensee shall provide a copy of the inspection report to the consumer and obtain the acknowledgement of the consumer.
- (3) Manufacturer's test certificate in respect of all H.T. apparatus shall be produced, if required, by the Licensee.
- (4) The Licensee shall not connect the conductors and fittings at the consumer's premises with its works unless it is reasonably satisfied that the connection will not at the time of making connection cause a leakage from the installation or apparatus of a magnitude detrimental to safety. The value of the insulation resistance should be as provided in Rule 48 of I.E. Rules 1956.
- (5) If the consumer's installation is found to be not safe for connection, the Licensee shall advise the consumer in writing specifying the defects to be rectified. On receipt of intimation of rectification of defects, the Licensee shall retest the installation.
- (6) The Licensee shall levy no charge for the first test. Subsequent tests, necessitated due to faults found at the initial test shall be charged for in accordance with the rates approved by the Commission. The Licensee will not accept any responsibility with regard to the maintenance or testing of wiring on the consumer's premises.

4.11 Extensions and Alterations:

- (1) No electrical installation work, including additions, alterations, repairs and adjustments to the existing installations, except such replacement of lamps, fans, fuses, switches, low voltage domestic appliances and fittings as in no way alters its capacity or character, shall be carried out upon the premises of or on behalf of any consumer, for the purpose of supply to such consumer except by an electrical contractor licensed in this behalf and under the direct supervision of a person holding a certificate of competency. Extension or alteration of load to all high tension installations will have to be approved by the Electrical Inspector and similarly for all extensions and alterations of electrical installation in mines will have to be approved by Inspector of Mines.
- (2) If, as a result of such proposed extensions and alterations, there is possibility of an increase in connected load or contract demand over sanctioned connected load or contract demand, the consumer shall take steps to submit a requisition for additional supply. Failure to regularize the increase in connected load or contract demand may not only result in billing at the penal rates, as provided in chapter – 10 under unauthorized use of electricity but may also result in disconnection of supply after due notice.

4.12 Access to Consumer's Premises and Apparatus

- (1) An authorized employee of the Licensee, at any reasonable time, and on informing the occupier of their intention, enter any premises to which electricity is supplied or has been supplied by the Licensee to any premises upon which the electric supply lines or other works have been lawfully placed by the Licensee, for the purpose of (i) inspecting and reading meters (ii) for disconnecting supply, (iii) for removing the Licensee's apparatus, (iv) for inspecting, testing, repairs, replacing, altering and maintenance of its property or for doing all things necessary or incidental to proper continuance and maintenance of supply to the consumer. All such persons visiting consumer's premises must carry photo identity cards issued by the Licensee and shall produce the same to the consumer or the occupier before entering the premises. The consumer should immediately check with the Licensee if the credentials of representatives are doubtful.
- (2) An authorized officer shall be entitled to enter the premises immediately after informing the consumer, for checking unauthorized use of energy, unauthorized additions and alterations to equipment, theft and misappropriation of energy,

diversion of power, by-passing or tampering of the meter. On detection of unauthorized use of energy, unauthorized addition and alteration to equipment, theft and misappropriation of energy, diversion of power or bypassing or tampering of the meter the Licensee may take action as per prevailing laws.

- (3) No inspection, testing or checking of any domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.
- (4) If the consumer does not provide access to the Licensee or its authorized representatives to enter the premises for the reasons stated in Regulation 4.12(2) and Regulation 4.12(3), the Licensee may give a 24 hours notice in writing to the consumer, of its intention to discontinue the supply. If the consumer still does not provide access, the Licensee shall be entitled to discontinue supply to the consumer.

4.13 Rating of Installations

- (1) The connected load of Domestic category of consumers shall be determined as per the procedure given in Annexure–1. Survey of load shall be carried out normally once in two years. The Licensee may also carryout verification of load in selected areas periodically. However, if the Licensee has reasons to believe that a particular domestic connection or a group of domestic connections might be involved in unauthorized abstraction of power, an authorized person for the purpose may conduct a survey of such consumer's premises.
- (2) The Licensee shall send formats of 'self declaration of connected load' along with electricity bills to all consumers once in six months. The consumers may fill-up the form, if his actual current connected load is at a variance from the recorded connected load and submit to the Licensee while making payment of the bill. The domestic consumers may also declare enhanced connected load of his premises, any time during the year, by completing the format given in Annexure– 2 and submitting the same to the Licensee along with an application for change in connected load.

On receipt of application / declaration the Licensee may arrange to conduct a survey of the premises of the consumer to determine the load of the premises. In case such a survey is not carried out within thirty days from the date of submission and the load applied for is higher than the recorded load of the consumer, the load declared by the consumer shall be deemed to have been accepted. The Licensee shall issue the demand note for additional charges, if any, immediately.

- (3) The connected load of all categories, other than Domestic category of consumers, shall be the aggregate of the manufacturer's rating plates of all energy consuming devices, in the consumer's premises, which can be used simultaneously. This shall be expressed in kW, kVA or HP. During the process of determination of connected load, if the manufacturer's rating plate is not available, the Licensee may use suitable apparatus to determine the load of such device. If, both air-conditioner and room heater are found in the same premises, the load of the item with higher rating shall be taken into account. Items stocked for the purpose of sale/ repair or genuinely as spare shall not be considered for the purpose of determination of connected load. The Licensee shall carryout periodical survey of streetlights and record the type of lamps being used along with their load.
- (4) All installations other than those of Domestic category are subject to rating/re-rating by the Licensee at its discretion. If the consumer is not satisfied with the rating determined by the Licensee, he may get his apparatus rated by one of the recognized engineering institutes approved by the Commission for determination of load of apparatus. Both the consumer and the Licensee may appoint their respective representatives to be present during the process of determination of load at the institute. The final report issued by the institute shall be accompanied with the details of test(s) conducted. The rating determined by the said institute shall be final and accepted by both the consumer and the Licensee.
- (5) Where for any reason, it is not possible to determine the maximum demand, power factor or any other electrical quantity in respect of an installation, the Licensee shall determine such quantities periodically by rating/re-rating, and the procedure for the same shall be got approved by the Commission.
- (6) If a consumer applies to the Licensee for re-rating his installation due to additions or alternations in the installation, the procedure as stated in Regulation 4.13 (1) to 4.13 (5) shall apply.

4.14 Generators in the consumer's installation and parallel operation with the supply system of the Licensee

- (1) Operation of generator in consumer's installation in parallel with the Licensee's system is permissible only with the written consent of the Licensee.
However, the consumer may install generator, inverter to use only in the case of failure of power supply, and the consumer shall install double link switch changer so that the current of generator/inverter may not be injected in the Licensee's distribution system. The capacity of the generator/inverter shall not be taken into account for calculation of connected load.

- (2) Where no such consent has been given, the consumer shall arrange the plant, machinery and apparatus of his generating units, including an extension of or addition to the same, to operate in an isolated mode and the generator, in no case, should get connected to the Licensee's system. The Licensee, on intimating the consumer, can enter the premises and inspect the arrangement to ensure that at no time the generator gets connected to his system.
- (3) Where consent has been given for parallel operation, the consumer shall arrange his installation to protect it from disturbances in the Licensee's system. The consumer should also ensure that his supply does not get incorrectly connected to the Licensee's system. The Licensee shall not be liable for any damage caused to the consumer's plant, machinery and apparatus on account of such parallel operation, or any adverse consequence arising thereof. For parallel operation with the grid, the consumer shall have to follow the provisions of the Sikkim State Electricity Regulatory Commission (State Grid Code) Regulations and other relevant regulations. The actual operations shall be carried out in coordination with both the State Transmission Utility and the Licensee.
- (4) In case the consumer's supply gets extended to the Licensee's system from a generator or inverter or from any other source, without appropriate approval from the Licensee, causing damage to the Licensee's apparatus or to human life, the consumer shall be made responsible for the same and shall be liable to fully compensate the Licensee for all losses caused to the Licensee or to the Licensee's other consumers.

4.15 Harmonics

- (1) The Licensee shall publicise the need for installation of Harmonic filters. All H.T consumers and LT commercial consumers (above 10KW) to begin with, shall be given a time period of one year from the date of implementation of the code, after which, Harmonic filters shall become mandatory at such consumers.
- (2) If the Licensee detects and proves to the consumer that the consumer system is generating harmonics above acceptable limits, the Licensee shall request the consumer to install appropriate harmonic filter and the consumer shall install such filters within a period of six months from the date of request by the Licensee.

**CHAPTER – 5:
POINT OF SUPPLY AND LICENSEE’S EQUIPMENT IN PREMISES**

5.1 Point of Supply

(1) Supply shall be given at a single point, in premises, at the outgoing terminal of the Licensee’s cut-outs fixed after,

(a) Meters in case of Low Tension consumers.

(b) Control switchgear that may be installed in Licensee’s or consumer’s premises as agreed mutually in case of High Tension consumers.

The Licensee shall determine the point of supply such that the meters and other equipments are always accessible to the Licensee without obstruction for inspection.

(2) All EHT & HT consumers / applicants shall provide access to the Licensee to the meter or metering cubicle.

(3) However, in special cases, the Licensee may agree to give supply at more than one point in the installation of the consumer / applicant having regard to the physical layout of the installation and the requirements of the consumer / applicant. The arrangement will be subject to the condition that separate metering will be done and summation of demand and energy recorded at all points will be taken as parameters for billing under the relevant tariff schedule.

5.2 Installation of Equipment at Point of Supply

(1) At the point of commencement of supply, the consumer / applicant shall provide a main switch / circuit breaker from the outgoing terminal of the meter.

(2) In addition, HT / EHT consumers / applicants shall also provide suitable protective devices as per the provisions of Rule 56 and 64 of the Indian Electricity Rules, 1956. The system of protection shall be got approved by the Licensee before commencement of supply.

(3) In case of HT / EHT consumer / applicant, Meter, circuit breakers and its associated equipment shall be installed by the Licensee at the point (s) of supply.

(4) HT / EHT consumer / applicant shall install step down transformers with a vector group of delta winding on the high voltage side and star winding on the low voltage side, with the neutral terminal brought out and solidly earthed.

5.3 Dedicated Feeder

Consumers desirous of getting power supply from dedicated feeders may make a request for such facility to the Licensee. The dedicated feeder shall be extended from the power substation to the consumer's point of supply. In such cases the consumers shall be liable to pay the cost of Bay and all protection switchgears and its accessories provided at the power substation for this feeder in addition to the cost of the feeder. On receipt of such request, the Licensee will check the feasibility, based on merit, of providing a dedicated feeder to the consumer's premises. If found feasible, the consumer will be provided with a dedicated feeder and the consumer will be liable to pay additional charges such as supervision charges, etc. as approved by the Commission from time to time. The Licensee shall not extend electric supply to any other consumer from the dedicated feeder.

5.4 Licensee's Equipment at Consumer's Premises

The consumer shall provide free of cost to the Licensee necessary land belonging to the consumer and afford all reasonable facilities for bringing in not only the direct cables or overhead lines from the Licensee's system for servicing the consumer, but also cables or overhead lines connecting Licensee's other consumers and shall permit the Licensee to install all requisite switchgears and connections thereto on the above premises and to extend supply to such other consumers in the same housing complex through the cables and terminals situated on the consumer's premises, provided supply to the consumer in the opinion of the Licensee is not thereby affected.

5.5 Damage to Equipment at Consumer's Premises

- (1) The meter, cut-out/ MCB, service mains and other equipment belonging to the Licensee, must on no account be handled or removed by any one who is not an authorized employee/representative of the Licensee. The seals, which are fixed on the meters /metering equipments, load limiters and the Licensee's apparatus, must on no account be tampered, damaged and broken. The responsibility for the safe custody of Licensee's equipments and seals on the meters/metering equipments within the consumer's premises shall be on the consumer.
- (2) In the event of any damage caused to the Licensee's equipments in the consumer's premises by reason of any act, neglect or default of the consumer or his authorized / representatives, the cost thereof as claimed by the Licensee shall be payable by the consumer. If the consumer fails to do so on demand, it shall be treated as a contravention of the terms and conditions of supply agreement and the

supply shall be liable to be disconnected after due notice. The consumer shall however be liable to pay the charges, as applicable.

- (3) The Licensee is responsible for maintaining the meters and equipments, installed at consumer's premises from where electricity is supplied to the consumer.
- (4) If the insulation resistance of the consumer's installation is found to be so low as to prevent safe use of energy, the Licensee or his authorized representative after giving 48 hours notice shall, without prejudice to other actions as per law, disconnect the supply of power to premises till the defects are removed, in accordance with Rule 49 of India Electricity Rules 1956.

5.6 Ownership of the equipment and apparatus

All meters and other equipments belonging to the Licensee and installed in the premises of the consumer, shall be and continue to be at all times the property of the Licensee, notwithstanding that such meters and other equipments or any part thereof, may be fixed or fastened to or embedded, in any part of the consumer's premises, including land belonging to the consumer. Such equipment shall not be disturbed or dealt with in any manner except by the employee of the Licensee duly authorized for the purpose.

5.7 Failure of Fuse / Supply

In the event of failure of the Licensee's service fuse, at any time, complaint thereof should be lodged by the consumer to the Licensee's local office/call center and the Licensee shall ensure registration of complaints on round the clock basis. Only authorized employees possessing the photo-identity card of the Licensee shall be permitted to replace these fuses in the Licensee's cut-outs. Consumers are not allowed to replace these fuses. The Licensee should not allow its employees to carry out any repairs in the consumer's installations.

Chapter – 6:
SERVICE CONNECTION RELATED MATTERS

6.1 Change of category

- (1) "Category of Consumer" means the Tariff Schedule under which a consumer is billed as per latest applicable Tariff Order of the Commission. The applicant shall apply for change of category from one tariff rate schedule to another to the concerned officer of the Licensee. Tariff change from any L.T. category to Agriculture category shall not be permissible. Tariff change from higher rate to lower rate shall be done only after completion of compulsory period of availing supply as per the agreement.
- (2) In case sanction of new category is not permitted under any law in force, the Licensee shall inform the consumer within 15 days from the date of receipt of application.
- (3) The Licensee shall inspect the premises and shall change the category within the time limit specified in the Standards of Performance of Distribution Licensee Regulations from the date of receipt of application.
- (4) Change of category shall be effective from next billing cycle.
- (5) No case of unauthorized use of energy shall be booked by the Licensee if detected after the consumer had applied for change of category and change is legally permissible.
- (6) An application of the consumer for change of category shall be treated as a fresh application and he shall deposit processing fees, new additional security, if any, and execute supplementary agreement if necessary.
- (7) Where a consumer has been classified and billed under a particular category and subsequently, it is observed that the previous classification is not correct, the Licensee may alter the classification and suitably revise the bills accordingly.

6.2 Transfer of Consumer's Installation

- (1) A connection shall be transferred in the name of another person upon the death of the consumer or in case of transfer of ownership or occupancy of the premises, upon an application of the consumer.
- (2) Application for mutation shall be filed, along with prescribed fee by the transferee or the legal heir or successor of the deceased consumer with the local office of the Licensee.

- (3) The application shall be accompanied by documentary evidence of transfer or legal heirship or succession and proof of no arrears on account of electricity charges on that connection.
- (4) The Licensee shall decide the mutation case with the limit specified in the Standards of Performance of Distribution Licensee Regulations.
- (5) If the mutation application is to be disallowed and is refused the orders shall be passed only by a speaking order after the applicant has been given an opportunity to represent himself, Provided further, that in case where mutation is not allowed, the transferee seeking the transfer, may agree to continue the connection in the old name (but not in case of consumer's death), or may have choice to seek permanent disconnection and apply for new connection.
- (6) The transferee or the legal heir shall submit a fresh agreement, in the prescribed format, along with outstanding dues, if any, within 14 days of receipt of intimation. The transfer shall be effected and a copy of the agreement shall be sent to the consumer within 7 days after receipt of fresh agreement.
- (7) In case of Private Tube Well (PTW) consumers, suo-moto mutation may be undertaken after taking the report from the concerned Government department. However the legal heir shall be responsible for clearing the electricity dues, and shall submit affidavit to this effect.
- (8) In case of Govt. residential quarter mutation in favor of any new occupant shall be allowed after the new occupant furnishes the letter of allotment and proof of date of occupancy. In such cases mutation shall be allowed from the date of occupancy provided there are no arrears outstanding.

6.3 Procedure in Case of Change in Wiring and / or Apparatus or Shifting of Service Line in the Premises of the Consumer:

The consumer may apply to the Licensee for any changes in their premises related to wiring / apparatus / service line, after clearing all dues pending, if any, provided the same are not stayed by any court, subject to the following:

- a) The consumer shall get all work relating to wiring on his premises only by or under the supervision of a Licensed Electrical Contractor and obtain a Work Completion certificate and Test report., as prescribed by Indian Electricity Rules, 1956 until Regulations are issued under the Electricity Act, 2003.
- b) No reference shall be made to the Licensee if the change in wiring of LT loads does not result in dislocation of the meter or other related apparatus and there is no change in the load. However, the consumer shall produce the test report if required by the Licensee at any time.

- c) In other cases, if the consumer desires to alter the wiring on his premises, or change the location of meter or other related apparatus or shift the service line on his premises notice thereof shall be sent in writing with the modified wiring diagram and other necessary details to the Licensee. The Licensee shall after due enquiry grant approval, intimating the estimated charges to be deposited by the consumer with or without modification to the proposal, or reject the request stating reasons thereto, in writing.
- d) The work relating to change in wiring shall be done by the consumer through a licensed electrical contractor and the work completion certificate along with test results shall be provided to the Licensee. The Licensee shall inspect the premises to confirm that the alteration(s) is in accordance with the approval given by him and the Indian Electricity Rules, 1956 until these Regulations are issued under the Electricity Act, 2003.
- e) The work of change in position of point of supply, meter or related apparatus and shifting of service line shall be done by the Licensee at the cost of the consumer. The estimate for this work shall be sent to the consumer along with the approval and work shall be completed within the time specified in the Standards of Performance of Distribution Licensee Regulations from the date of deposit of the estimated cost.

6.4 Procedure for Enhancement of Contract Demand / Connected Load

- (1) Applications for enhancement of load shall be submitted to the concerned officer of Licensee in the prescribed form.
- (2) The Licensee shall inspect the premises within seven days of receipt of application to examine the feasibility of supply of the enhanced load and intimate the consumer covering the following aspects:
 - (a) Whether the additional power can be supplied at the existing voltage or at a higher voltage.
 - (b) Whether any addition or alterations are required to be made to the system and the cost to be borne by the consumer.
 - (c) Amount of additional security deposit, cost of additional infrastructure and the system strengthening charges if any, to be deposited.
 - (d) Change in the classification of consumer, if required.
- (3) The application for enhancement of the contract demand will not be accepted if the consumer has any arrears to the Licensee. However, the application may be accepted if the payment of arrear due from the consumer has been stayed by a Court of law, or by the Commission or an authority appointed by the Commission.

- (4) If supply of enhanced load is found feasible, the consumer shall be asked to:
- (a) Furnish work completion certificate of consumer's installation and Test report from a licensed electrical contractor where alteration of installation is involved.
 - (b) Furnish Letter of approval for the electrical installation of the consumer from the Electrical Inspector, if required.
 - (c) Deposit additional security deposit, cost of addition or alteration required to be made to the system, if any, and the system strengthening charges as applicable.
 - (d) Execute a fresh agreement as per enhanced load which shall be enforceable during agreement period and the old agreement shall stand terminated.
- (5) If no addition or alteration to the system including new/ alternate metering arrangement is required, the enhanced load will be released subject to completion of the requisite formalities. If the system needs any alteration or addition, the procedure as given for a new connection shall be followed.

6.5 Procedure for Reduction of Contract Demand / Connected Load

- (1) Application for reduction of load, after the expiry of initial period of agreement, shall be made to the concerned officer of Licensee in the prescribed form along with the following data / documents:
- (a) Details of alteration/ modification/ removal of the electrical installation along with work completion certificate and Test report from a licensed electrical contractor where alteration of the installation is involved.
 - (b) Maximum demand recorded in the last two billing cycles if the meter has facility to record maximum demand along with the electricity bills for the same.
 - (c) Details of generators, if any, installed by the consumer along with copies of the safety clearance certificate issued by the competent authority for installation of the generators.
- (2) On receipt of the application for reduction of load, the Licensee after verification shall sanction the reduction of load within thirty days or notice period for termination of agreement as specified in the agreement whichever is later from the date of receipt of application.
- (3) If the sanction is not granted by the Licensee within the period specified in Regulation 6.5 (2) above, the applicant may, by a written notice to the Licensee, draw its attention to the matter and if the decision is still not communicated to the applicant within the period of further thirty days, the permission of reduction of contract demand shall be deemed to have been granted.

- (4) The reduced Contract Demand shall take effect from the first day of the month following the month in which the sanction is communicated or 'deemed permission is granted'.
- (5) The above reductions are subject to permissible minimum contract demand specified in Tariff Order. Request of the consumer for reduction in contract demand of his connection shall not be refused by the Licensee on the ground that there are dues payable to the Licensee against the connection.
- (6) In all existing agreements executed prior to the commencement of these regulations, if there is any provision regarding restriction on reduction of Contract Demand, the same shall be deemed to have been modified to the extent of the provision made in this Supply Code.
- (7) When reduction of contract demand is agreed to, the consumer shall execute a fresh agreement for reduced load. The Licensee shall recalculate the security deposit and any excess security deposit shall be adjusted in future bills not exceeding six succeeding bills.
- (8) The reduction of Contract Demand load shall not be permitted in following cases
 - (i) Arc / Induction furnaces, rolling and re-rolling mills and mini steel plants shall not be allowed to reduce the load below the total rating of machines and furnaces installed in the premises, except in case of removal of any equipment or replacement of any old equipment by new equipment and also to the extent of captive generation capacity that may be installed and is operating in parallel. Auxiliary load shall be excluded.
 - (ii) Contracted load shall not be reduced below the total rating of installed machines in case of Small & Medium industrial and private tube wells of consumers, having no MDI meter.
 - (iii) Load shall normally not be reduced within initial period of the agreement from the date of commencement of supply. However, if the consumer is willing to pay the fixed/minimum charge applicable for the quantum of contracted load surrendered / reduced for the balance period of initial period of agreement or period of notice specified in the agreement for that category of consumer, whichever is later, reduction may be allowed.
 - (iv) No application for reduction of load shall be rejected without recording reasons and the decision shall be communicated to the applicant.

6.6 Permanent Disconnection

The supply shall be disconnected permanently in following cases:

- (a) With the termination of the agreement.

- (b) If the cause for which the supply was temporarily disconnected is not removed within the notice period specified in the agreement for termination of agreement or initial period of agreement whichever is later.
- (c) On request of consumer.
- (d) On non-payment of bills as provided in Regulation 9.1.

6.7 Notice of Vacation or Transfer of Premises

- (1) A domestic consumer about to vacate or sublet his premises shall give to the Licensee a notice not less than 7 clear days in writing to that effect and arrange to settle his account. He may either ask for disconnection of supply or may transfer the connection in the name of the new owner / occupier. The Licensee cannot guarantee that the meter reading will be taken on the required date unless due notice and facility to record the meter reading is given. Failing such notice, the consumer will be responsible for all energy consumed on the premises and for the safety of Licensee's apparatus installed for him on the premises.
- (2) In case of consumers, other than the domestic consumers, the provision in sub-regulation (1) above will apply only in so far they are inconsistent with the provision of agreement and where they are not inconsistent, the provision of their respective power supply agreement will always prevail.

6.8 Agreement

- (1) An agreement, in the prescribed format, shall be executed by the applicant on a stamp paper of a prescribed value, for getting a new connection and for change in the agreed parameters like contract demand, etc. In case of single phase domestic and non domestic consumers, the application form itself shall be treated as agreement and the main ingredient of agreement shall be incorporated in the application form. In any special circumstances, special clauses may be added to the agreement, if agreed to between the Licensee and the consumer, provided such clauses do not contravene the provisions of the Electricity Act 2003 (36 of 2003), the Electricity Supply Code, and other rules and regulations in force. These special clauses shall form a part of the agreement. The maps submitted, agreed upon and signed by both the consumer and the Licensee shall form a part of the agreement.
- (2) The Electricity supplied to the consumer shall not be utilized by the consumer in any manner prejudicial to the Licensee and all usage must be in accordance with provisions of the agreement and the Act as applicable.

- (3) The compulsory period of availing supply from the date of commencement of supply or initial period of agreement shall be one year for LT consumers and two years for HT consumers. The Licensee may modify the structure of the agreement formats presently in use with the approval of the Commission in order to meet any requirement that may arise as a consequence of the provisions of these regulations, so that the format is consistent with the Act and prevailing Rules, Regulations and the provisions of these regulations.
- (4) If there is a need to modify / amend the agreement signed between the Licensee and consumer, it can be done by a supplementary agreement by mutual consent.
- (5) Any amendment for the purpose of change of name, shifting of premises within the same billing area, change in connected load/contracted load, change of tariff category, etc. shall be done and the same shall be incorporated in the agreement by execution of a supplementary or a fresh agreement.
- (6) A register of agreements executed by all LT and HT consumers shall be maintained by the Licensee at its designated office.

6.9 Termination of Agreement

- (1) The agreement shall remain in force even after completion of the initial period of agreement until it is terminated. Domestic and single-phase Non domestic category of consumers may terminate the agreement after giving one month's notice. Consumers other than domestic and single phase non domestic LT category can terminate the agreement on giving three month's notice. In case of HT and EHT category six months notice is required.

Provided that the agreement shall normally be terminated after expiry of the initial period of agreement. However, if the agreement is to be terminated for any reasons whatsoever, before expiry of the initial period of agreement, the consumer shall be liable to pay charges as per tariff order for the balance period of the said one-year in case of LT and two years in case of HT and EHT or notice period specified in the agreement whichever is later.

The Licensee shall arrange for special meter reading, at a mutually acceptable date, to facilitate preparation of the final bill of the consumer.

The agreement shall be terminated on the last day of the billing month and the Licensee shall raise the final bill accordingly.

- (2) If power supply to a consumer remains disconnected for a period more than notice period for non-payment of charges or dues or non-compliance of any direction issued under these regulations, the Licensee shall issue a show cause notice, to be replied within seven days, to the consumer for termination of the agreement. In

case no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the Licensee with the consumer for power supply shall be terminated on expiry of the period of seven days, provided the initial period of the agreement is over. If initial period is not over, the provision given under Regulation 6.9 (1) above shall apply. During the period of temporary disconnection the consumer shall be liable to pay the demand charges or minimum charges as applicable. The Licensee shall record and keep the total outstanding amount due to the Consumer on termination of the agreement and shall have the right to recover the same under RR Act, Court of Law, if necessary.

- (3) On termination of the agreement, the Licensee shall be entitled to remove the service line and other equipment of the Licensee for supply of power from the premises of the consumer. After permanent disconnection, if the consumer wishes to revive the connection, then it would be treated as an application for new connection and would be entertained only after all outstanding dues have been cleared.

6.10 Security Deposit

- (1) The Licensee may take security deposit from the consumers for consumption equivalent to the estimated consumption for a specific period as indicated in the table below or as otherwise provided in Terms and Conditions of Supply in force.

S.No	Nature of Consumer	No. of months	Remarks
1	Agricultural	Three	Annual average to be estimated / considered
2	Seasonal	Two	Consumption during the season of operation to be estimated /considered
3	Other consumers	Two	Annual average to be estimated / considered

- (2) Consumer shall have the option to make advance payment and in such an event security amount shall be proportionately fixed. The procedure for determination of security deposit, for different categories of consumers, shall be determined by the Licensee and approved by the Commission. The deposit shall be accepted in the form of cash, Cheque or draft in case of LT consumers and in the form of draft or banker's Cheque in case of HT/EHT consumers. The Licensee shall maintain separate head of account of such security deposits. On termination of the

agreement, the security deposit will be refunded to the consumer after adjustment of the amount, if any, remaining payable by him.

- (3) The amount of the security deposit obtained from the consumer will be reviewed by the Licensee, annually on the basis of consumption during the previous 12 months for LT consumers, and half-yearly on the basis of consumption during the previous six months for HT/EHT consumers. The consumer shall be required to pay an additional security deposit / shall be refunded based on his average consumption during the period concerned and the tariff applicable etc, if it exceeds / is lower than the amount of the security deposit held by the Licensee, by 20%.
- (4) In the case of consumers who were sanctioned additional load, the additional security deposit shall be calculated for the additional load treating it as a new service.
- (5) On the consumer's request, the Licensee may allow the consumer to pay additional security deposit in maximum three installments.
- (6) The Licensee shall serve a notice of at least one month to deposit the additional security deposit. If the consumer fails to pay the additional security deposit as per the notice, the Licensee is entitled to refuse or discontinue the supply of electricity so long as such failure continue. The consumer will be liable to pay delayed payment surcharge on reducing balance in case of installment system if he delays payment of security deposit.
- (7) The distribution Licensee shall pay interest, at the bank rate notified by the Reserve Bank of India from time to time on such security deposits taken from the consumer. In this regard it shall be the responsibility of the Licensee to keep a watch on the bank rate from time to time. The interest amount of previous financial year shall be adjusted in the energy bill issued in May / June of each financial year depending on billing cycle.
- (8) The security deposit along with interest thereon, if any, shall be returned to the consumer, upon termination of the agreement and after adjustment of all dues, within 60 days of completion of formalities by the consumer. In case of delay beyond 60 days period, additional interest at the rate mentioned in Regulation 6.10 (8) above shall be payable to the consumer as approved by the Commission.

6.11 Recovery of Electricity Charges

- (1) The Licensee is authorized to recover charges for electricity supplied in accordance with such tariffs as may be fixed from time to time by the commission
- (2) Licensee shall charge a consumer the tariff for the electricity supplied as approved by the Commission from time to time.

- (3) The Charges shall be recovered through Billing as provided in Chapter 8 of these regulations.
- (4) The Licensee shall be entitled to charge a consumer wherever applicable the following:-
- (a) Charges for the supply of energy as determined by the Commission and other tax or duty as notified by the Government.
 - (b) Wheeling charges and / or surcharges and additional surcharges applicable if any, as determined by the Commission.
 - (c) Rental, if any, towards meters and other electric plant and equipment of the Licensee as approved by the Commission.
 - (d) Miscellaneous charges such as penal charges for exceeding contract demand, delayed payment surcharges and any other charges applicable if any, as approved by the Commission from time to time.
- (5) Any clarification sought by a consumer on a tariff applicable to him shall be provided by the Licensee to his satisfaction.

CHAPTER – 7:

METERS

7.1 Installation of Meters

- (1) Normally, the Licensee shall provide the meters required for measuring the consumption of electricity and shall charge Meter Security deposit and monthly rental for the same as prescribed in the schedule of Miscellaneous and General charges and in force from time to time.
- (2) (a) No new connection for supply of electricity shall be given without a correct Meter and Miniature Circuit Breaker (MCB) or Circuit Breaker (CB) of appropriate specification from the date of notification of these Regulations.
(b) All unmetered connections including agricultural, streetlights shall be provided with meters by the Licensee.
(c) The Licensee shall not supply electricity to any person, except through installation of a correct meter in accordance with the operation and installation of meters regulations issued by the Central Electricity Authority under Electricity Act, 2003.
- (3) All consumers shall have to accept the installation of an appropriate metering device, load-limiter, tamper proof boxes or other apparatus when the Licensee approaches them to install one, and the consumer shall be required to provide appropriate and suitable site for placement of meter and related equipments to the satisfaction of the Licensee.
- (4) In case of HT/EHT supply, if HT/EHT metering cannot be readily provided, LT metering may be provided on the LT side of the consumer's transformer. In such cases, electrical quantities for billing purposes shall be computed by adding five percent to the reading recorded on the LT meter towards transformation loss. This arrangement shall in no case continue for more than three months and the Licensee shall arrange to install a meter on the HT side of the transformer within the said period including such existing connections. The Licensee shall inform such cases to the Commission.
- (5) The meter fixed in the consumer premises at the point of supply shall not be connected or disconnected by any person other than the Licensee's authorized employee. Seal of the consumer meter shall be removed only by the Licensee. No consumer shall tamper with, break or remove the seal under any circumstances. Any tampering, breaking or removing the seal from the meter shall be dealt with as per relevant provisions of the Act.

- (6) The safe custody of the meter at the consumer premises shall be the responsibility of the consumer and any damage / tampering of the meter / metering equipment shall be *prima - facie* evidence of dishonest extraction of energy.
- (7) Should the consumer require the meter to be removed or its position to be changed, he / she shall give notice to that effect in writing to the concerned officer of the Licensee and the Licensee shall comply with such notice, subject to payment of prescribed charges by the consumer.
- (8) If supply to an HT or EHT consumer is given on an independent feeder for his exclusive use, the metering arrangement may be installed both at the consumer's premises and at the Licensee's Sub station.
- (9) The Licensee is authorized to review the status of the meters already installed in the context of upgraded technology becoming available and suitability of the site where the meter is placed in the consumer's premises. The Licensee may install remote metering device in the consumer premises. The Licensee is also authorized to install 'check meter' at one consumer's location or for a group of consumers.

7.2 Classification of Meters

The Meters for new connections shall be of standard make that is certified by BIS / IEC/CBIP or any other superior specification as specified in Central Electricity Authority Regulations on Installation and operation of meters, and shall be of following type(s):

- (a) For all domestic and other LT loads less than 40 kW loads - Static single phase / three phase meters
- (b) For LT (contracted load > 40 KW) / HT / EHT consumers –
 - Static, 3 Phase Tri-vector meters with Maximum Demand Indicator (MDI).
 - The meters shall have a facility for "Time of Use" with sufficient memory for accommodating data for 12 months.
 - Three phase meters for HT / EHT segment should be capable of recording with date and time, the connection anomalies like phase wise missing potential, phase wise CT reversal, Current unbalance & voltage unbalance.
 - The meters shall have anti-tamper features as per CEA regulations mentioned above.
- (c) Meter Seal should be made from high grade engineering plastic / polycarbonate material having permanent laser engraved unique serial number on seal, capable to withstand the prescribed environmental tests. Sealing shall be done at the following points (as applicable):

- CT Secondary Boxes (in addition to locking arrangement)
 - PT Secondary Box (in addition to the locking arrangement)
 - Meter Cabinet
- (d) The accuracy class of meters for EHT / HT / LT (whole current meters) / LT (CT operated) consumers, shall be as laid down in CEA regulations.

7.3 Supply, Installation and Ownership of Meters and Cut-outs/ MCBs / CBs

- (1) The Licensee shall supply the meter and metering equipments, cut-out/ MCB/ CB to consumers at the time of serving new service connection or at any other time as may be required. The Licensee shall keep the meter in proper working condition and the consumer shall pay the monthly rent, if any, for the meter and metering equipments at the rate approved by the Commission. If the Licensee fails to keep the meter or metering equipment in proper working condition, the consumer shall not be liable to pay the meter rent for the period the meter remains defective.
- (2) At the time of seeking a new connection, the consumer shall indicate option in the application form to either purchase the meter, MCB / CB and associated equipment himself from the authorized vendor(s) / makes or manufacturers of meter approved by the Licensee, or such approved meter, MCB / CB and associated equipment has to be supplied by the Licensee.

Provided that it shall be the responsibility of the Licensee to ensure that meters of standard make only are used as specified in Regulation 7.2 above. The Licensee shall not restrict the consumer choice to 2-3 make(s) / manufacturer(s) only, but shall offer a wide ranging choice from amongst the list of approved make(s) / manufacturers. The Licensee shall put the list of approved vendor(s) / make(s) or manufacturers of meter, on their website / display on the notice board/and if requested, supply the consumer with the list of approved vendor(s) / make(s) or manufacturer(s).

- (3) EHT, HT and LT consumers, if they opt for procurement of meter and related apparatus, shall provide a locked and weatherproof enclosure of a design approved by the Licensee to house the metering equipment including CTs and PTs. In other cases, these shall be included in the estimate and provided by the Licensee.

- (4) In case of service connections where cost of the meter is borne by the consumer, neither meter rent nor any security for the price of meter, shall be charged from the consumer.
- (5) In case of a consumer, who has borne the cost of the meter or purchased the meter himself, the Licensee shall have the option to either give to the consumer the depreciated value of the cost of the meter borne by the consumer or the meter itself after claiming the dismantling charges at the time of termination of the agreement. Depreciation shall be calculated by straight-line method taking a life span of ten years.
- (6) Meter shall be installed by the Licensee at the point of supply either at the consumer premises or outside the consumer premises in such a manner that it is always accessible to the Licensee for meter reading and other purposes.
- (7) Whenever a new meter is installed (as a replacement or for a new connection) it shall be sealed in the presence of the consumer and a Meter History card shall be prepared in two copies. The Licensee shall retain a copy and the second copy shall be tagged to the meter. Subsequently, details of any faults in the meter, repairs etc. shall be entered in this card by the Licensee. The seal, nameplate or any marks affixed on the said equipment or apparatus shall not in any way be broken, erased or altered by the consumer.
- (8) A consumer may get a check meter installed conforming to the technical specifications as laid down in Central Electricity Authority (Installation and operation of Meters) Regulations 2006. These check meters may be calibrated by the Licensee upon payment of prescribed fee. However, check meter readings shall not be used for billing purpose by the Licensee.
- (9) Meter should be ordinarily fixed outside the building and inside the boundary wall of the premises in such a manner that it is protected from the elements like weather etc. and can be read from outside. The meter box shall normally be mounted at such a height (about 1.6M above floor level) that meter reading counter/ display window is at eye level. In case of LT consumers meter and the cut-out/ MCB or, in case of HT /EHT consumers, meter, circuit breakers and its associated equipment including cables shall be installed by the Licensee at the point(s) of supply.
- (10) All new meters should be installed in a tamper-proof meter box. The Licensee shall prepare and implement a phased plan to install tamper-proof metering boxes for all the meters, which are installed without meter boxes.
- (11) In case of semi-permanent houses the Licensee shall ensure that the meter is properly fixed on a wall and is accessible to the meter reader. In case the

consumer does not provide good quality wall for fixing the meter, the Licensee shall be free to fix the meter on the electricity pole or in a pillar-box to be provided by the Licensee. The Licensee shall also ensure that the earthing of the meter is proper.

7.4 Testing of Meters

- (1) The Licensee shall ensure tested meters are installed at the consumer premises. Meters purchased by the consumer shall be tested, installed and sealed by the Licensee.

The Licensee shall also conduct periodical inspection/testing of the meters as per the following schedule:

- (a) LT Single-phase meters: –at least once every five years
- (b) LT 3 phase meters: –at least once every 3 years
- (c) Other LT metering systems –at least once every 2 years
- (d) HT meters including MDI:
 - For EHT consumers - once in six months
 - For HT consumer – at least once a year.

CT and PT shall also be tested along with meters.

Records of these test results shall be maintained in accordance with Central Electricity Authority (Installation and operation of Meters) Regulations 2006.

- (2) If required, the Licensee may remove the existing meter for the purpose of testing. The representatives of the Licensee must, however, produce an authenticated notice to this effect and sign the document, mentioning his full name and designation, as a receipt, before removing the meter. The consumer shall not object to such removal.
- (3) The Licensee may arrange for third party testing at NABL accredited test laboratory and recalibrated if required, if the testing facility is not available with them for periodical testing, or in case of consumer's request when meter is defective.

7.5 Defective Meters

- (1) The Licensee shall have the right to test any meter and related apparatus if there is a reasonable doubt about the accuracy of the meter, and the consumer shall provide the Licensee necessary assistance in conducting of the test. The consumer shall also be present during the testing.

- (2) A consumer may request the Licensee to test the meter, if he doubts its accuracy, or meter reading not commensurate with his consumption, stoppage of meter, damage of seal by applying to the Licensee along with the requisite testing fee. The Licensee shall test the meter within 30 days of receipt of complaint. Preliminary testing of meters can be carried out at the premises of the consumers through electronic testing equipment.
- (i) In case the meter is found O.K., no further action shall be taken.
 - (ii) In case the meter is found fast / slow by the Licensee, and the consumer agrees to the report, the meter shall be replaced by a new meter within 15 days, and bills of previous three months prior to the month in which the dispute has arisen shall be revised in the subsequent bill as per the test results. In case meter is found to be slow, the additional charges may be recovered in installments not exceeding three, if the consumer shows his inability to pay at a time.
 - (iii) If the consumer disputes the results of testing, or testing at consumer's premises is difficult, the defective meter shall be replaced by a new tested meter by the Licensee, and, the defective meter after sealing in the presence of consumer, shall be tested at Licensee's lab / Independent lab, as agreed by consumer in the presence of the representatives of both Licensee and the consumer. The option once exercised by consumer shall not be changed. The decision on the basis of reports of the test lab shall be final on the Licensee as well as the consumer.
 - (iv) In case of testing of a meter in the Licensee's / Independent test laboratory,
 - (a) Consumer shall be informed of the proposed date of testing at least 7 days in advance so that he may be present at the time of testing, personally or through an authorized representative. The signature of the consumer or his authorized representative shall be obtained on the Test Result Sheet.
 - (b) In all cases of testing of a meter in the laboratory, the consumer shall be informed of the proposed date of testing at least 7 days in advance so that he may be present at the time of testing, personally or through an authorized representative. The signature of the consumer or his authorized representative, present shall be obtained on the Test Result Sheet.
 - (v) If on such test, the meter is proved not correct as provided in IE Rules, 1956, the Licensee shall refund the testing fee collected.
- (3) Assessment for energy where Meter is defective / stopped and where average consumption cannot be computed where it is not possible to determine the consumption of the preceding six months, the quantity of electricity supplied shall

be assessed on the basis of the connected load and hours of usage of electricity as computed below. The consumption shall be regarded as final and binding on the consumer. The monthly energy consumption is $720 \times C.L (KW) \times L.f (Load Factor)$. The minimum connected load for urban areas shall be 1.0 KW and for Rural areas 0.5 kW. The Lf for different categories of consumers is as given below:

S. No	Category	Load Factor
1	Domestic	0.16
2	Commercial	0.30
3	Industrial (LT)	0.28
4	Industrial (HT)	0.375
5	Public Water Works	0.24
6	Agriculture	0.16
7	Public Lightening	0.50
8	Public service	0.24

- (4) If the consumer is aggrieved by the decision of the Licensee with regard to bills, the consumer may refer the complaint to the forum of redressal of grievances but nevertheless the amount of such bills shall be paid by him, under protest if necessary, to avoid disconnection of supply.
- (5) The Licensee shall maintain a meter reading card at the consumer premises where meter readings taken from time to time shall be recorded.
- (6) In case a consumer leaves or vacates the premises he may make a request to the Licensee for arranging in advance for special reading of the meter.
- (7) The request shall be made not less than ten days from the date intended and the licensee shall arrange for a reading to be taken.

7.6 Meter (Including Maximum Demand Indicator) Not Recording

- (1) The consumer is expected to intimate the Licensee in writing, as soon as he notices that meter has stopped/ is not recording. The Licensee shall acknowledge the intimation given by the consumer.
- (2) If during periodic or other inspection by the Licensee, any meter is found to be not recording, or a consumer makes a complaint in this regard, the Licensee shall arrange to test the meter within the time specified in the Standards of Performance of Distribution Licensee Regulations. The meter should be repaired/ replaced within the time specified in the Standards of Performance of Distribution Licensee Regulations.

7.7 Burnt Meters

- (1) In case a meter is found burnt either on consumer's complaint or upon the inspection of the Licensee:
 - (i) Necessary preventive action at site shall be taken as early as possible to avoid future damage.
 - (ii) The Licensee shall restore the supply within 6 hours after bypassing the burnt meter, if the wiring on consumer's premises is found o.k.
 - (iii) Excess loads found, shall be removed or regularized by asking consumer to pay the additional security deposit and any other charges as applicable.
 - (iv) A new meter shall be installed by the Licensee within the time period as specified in the Standards of Performance of Distribution Licensee Regulations.
- (2) If possible, the Licensee shall test the burnt meter removed from the consumer premises duly following the procedure detailed in Regulation 7.5 in case of defective meters. The consumer shall be billed as per the procedure specified in Regulation 8.16 below during the period meter remains non functional.

7.8 Cost of Replacement of Defective / Burnt Meters

- (1) The cost of replacement of meter shall be borne by the consumer or by the Licensee subject to following conditions:
 - i. If, as a result of testing, it is established that the meter was burnt due to technical reasons viz. voltage fluctuation, transients etc. attributable to the Licensee the cost of the meter shall be borne by the Licensee. However, if it is established that the meter was burnt due to reasons attributable to the consumer viz. defect in consumer's installation, connection of unauthorized load by the consumer etc. the cost shall be borne by the consumer.
 - ii. If it is established, as a result of testing, that the meter was rendered defective due to tampering or any other deliberate act by the consumer to interfere with the meter, the cost of the meter shall be borne by the consumer as above. The consumer shall be assessed under Section 126 of the Electricity Act 2003, and shall be punishable as per Section 138 of the Electricity Act 2003. In addition, action as permissible under law shall be taken against the consumer for pilferage and tampering.
- (2) In case the meter is found burnt and there is reason to believe that an official of the Licensee gave a direct connection, pending replacement of meter, a case of direct theft shall not be booked. Consumer's complaint for replacement of burnt meter or

the complaint regarding disruption in supply of energy shall be considered sufficient for this purpose.

- (3) In all cases of replacement of a meter, where cost is to be borne by the consumer, he shall have the option to procure the meter and associated equipment himself in accordance with Regulation 7.3.

7.9 Power Factor

The licensee reserves the right to reduce the supply of power to an installation where the average monthly power factor of the said installation is less than 0.90 should the power factor fall below 0.7, supply to such a consumer shall be disconnected without notice.

When required by licensee's authorized representative, the consumer shall take within reasonable time as may be determined by the licensee's official, such measures as to raise the average power factor of the installation to a value not less than 0.90. in the event of such steps not taken by the consumer, the licensee reserves the right to disconnect at its discretion the supply without prejudice to the right of recovering a compensation charge prescribed in the Schedule of Miscellaneous and General Charges and in force from time to time.

In the case of consumer where the meter is not installed to measure the power factor, the power factor determined periodically by the licensee's representative shall be taken for the purpose of arriving at the compensation charges.

In case where power factor cannot be ascertained from the metering equipment installed for registering the consumption, it shall be determined periodically by the licensee under normal operating conditions of the consumer by installing the necessary equipment for this purpose in the consumer's premises and the power factor so determined shall be considered as the power factor of the consumer's installation for all purposes till such time it is again determined unless it can be established that the operating conditions have materially altered in which case the power factor shall be determined as soon as practicable by the licensee.

CHAPTER – 8:

BILLING

8.1 Meter Reading and Billing

- (1) Meter shall be read by an authorized representative of the Licensee once in every month or at such periodical interval of time as the Licensee may determine. The Licensee shall provide proper photo identity cards to the meter readers which shall be displayed on his dress so that it is visible. The meter reader shall record the meter reading with date in the meter card to be kept at consumer's premises which shall be open to inspection by the consumer. The consumer shall be responsible for the safety of the said meter reading card attached to the meter or meter reading book kept at the consumer's premises.
- (2) The Licensee shall notify for each category of consumer the following:
 - (a) date on which bill will be issued by the Licensee every month to the consumer
 - (b) date by which bill will be delivered to the consumer and
 - (c) due date for payment of bills.

These will normally be the due dates with variations not exceeding 2-3 working days, for all billing cycles for that consumer during that financial year.

- (3) The Licensee may use hand held computer devices, meter reading instrument (MRI) or wireless equipment for recording meter readings and for generation of bills on the spot. If bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter-reading and the consumer wishes to have a record of the reading taken, he shall be allowed so by the Licensee's official taking the meter reading.
- (4) In case, the Licensee's representative could not take meter reading due to the absence of the consumer, the representative may leave a note and request the consumer to inform the meter reading over telephone. The consumer may thereafter take the delivery of the bill on any convenient date. However this procedure of receiving meter reading over telephone shall not extend beyond one meter reading cycle at a stretch.
- (5) The Licensee shall assign a unique consumer number for each consumer and communicate the same to the consumer. The unique consumer number may include

pole number, transformer number, 11kV feeder number, distribution center number and division number.

- (6) Bills shall be prepared for each category of consumers in accordance with prevailing tariff order.
- (7) If the consumer does not receive a bill as above, he shall inform the concerned distribution officer of the Licensee about his non-receipt of the bill and on such representation, copy of the bill shall be supplied to him.
- (8) If and when any mistake in a bill is detected, the same shall be corrected at the earliest opportunity.
- (9) When supply to a new consumer is commenced in the middle of a month the Demand Charges, Minimum charges and/or any other similar Fixed charges shall be levied on pro-rata basis for the number of days for which supply is given. The units to be charged under various slabs shall also be accordingly prorated. For this purpose, the month shall be computed as 30 days.
- (10) Separate bills shall be issued for dues which may arise because of audit paras or settlement of various disputes except demand for additional security deposit. Such bills should be accompanied with details of basis of billing, period of billing etc.
- (11) If for any reason, meter is not accessible for reading, the Licensee shall issue a provisional bill on the basis of average consumption of the previous three billing cycles and also send a notice to the consumer to keep the meter accessible at the time of reading and date given in the notice.
- (12) The amount thus billed shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycle. Such provisional billing shall not continue beyond one meter reading cycle at a stretch.
- (13) If the meter remains inaccessible even during the next meter reading cycle, the consumer shall be served with a notice if available or affixed near entrance of the premises, stating to get the meter read by the Licensee within 7 days at a fixed time and date failing which the supply will be disconnected after serving a 24-hour notice under section 163 (3) of the Act [Electricity Act, 2003 (36 of 2003)]. This provision shall not apply, in case of a domestic consumer, who has given an advance intimation to the Licensee of the inaccessibility of the meter for reading due to the consumer being out of station and if he has deposited an amount that covers the minimum / fixed charges for the duration of the proposed absence. Such provisional payment shall be adjusted when subsequent bill is issued, on the basis of actual meter reading.
- (14) It shall be the responsibility of the meter reader to note down the details of every stopped/ defective meter, conditions of meter/seal and condition of LCD/LED of

electronic meter and in case of any abnormality, shall file a report to the concerned officer, who shall be responsible to take immediate steps to replace or repair the stopped/ defective meter.

- (15) The meter reader shall furnish a list of connections where the meter reading could not be recorded or the meter has not recorded any consumption of electricity, to the concerned of the Distribution Centre Officer who shall prepare a list of such consumers where meter reading could not be taken and list of the defective meters to be replaced and report the same to the concerned designated officers of Licensee for taking remedial action.
- (16) In order to recover the energy charges for the duration when the meter remains nonfunctional, average monthly consumption of previous three meter reading cycles subject to minimum monthly charges or as otherwise provided in the tariff order of the Commission in force shall be the basis of billing. In case a check-meter is available, the readings of the check meter may also be used for assessment of consumption. In case of HT consumers if during the period when the main meter is defective, the check meter is not installed or is also found defective, the quantity of electricity supplied shall be determined as stated above;
- (17) The senior officers of the Licensee shall carry out the sample checking of meter readings as per the schedule drawn out by the Licensee. It should be the endeavor of the Licensee that meter readings in case of at least 20% of LT meters are checked in a year by a team of officers, not below the rank of a Junior Engineer.
- (18) The Licensee may send bills to consumers by hand or by post. In case of hand delivery of bills, proof of service of bill shall be maintained at the concerned office of the Licensee. On a written request from a consumer, the Licensee shall send the bill by registered post and the expenses of such delivery of bill shall be recoverable from the consumer.
- (19) The Licensee shall ensure distribution of bills to the consumers not less than 14 days before the due date for payment. The bill shall invariably contain the following minimum details.

(A) Low Tension Connection Bill

- (a) Name and address of the consumer
- (b) Service Connection Number
- (c) Name, address and telephone number of the distribution center
- (d) Date of issue of bill
- (e) Period of Bill
- (f) Tariff category

- (g) Contracted load
- (h) Single phase or three phase connection
- (i) Meter number and make
- (j) Previous meter reading
- (k) Present meter reading
- (l) Power Factor
- (m) Units consumed
- (n) Current month's charges - Energy Charges, fixed charge, Minimum Charges, Fuel Price and Power Cost Adjustment (FPPCA) Charges, Electricity Duty, Cess, meter rent, Capacitor surcharge, Rebate allowed, others, if any
- (o) Arrear Electricity Charges.
- (p) Delayed Payment Surcharge
- (q) Due date of payment
- (r) Authority in whose favor cheque/Bank draft is to be issued. (To be printed on reverse of the bill)

(B) High Tension Connection Bill

- (a) Name and address of the consumer
- (b) Service Connection Number
- (c) Name, address and telephone number of the distribution center
- (d) Date of issue of bill
- (e) Period of Bill
- (f) Tariff category
- (g) Meter number and make
- (h) Multiplying factor
- (i) Contracted maximum demand
- (j) Previous month readings
- (k) Present month readings
- (l) Power factor
- (m) Units consumed
- (n) Current month's charges - Energy Charges, demand charges, Minimum Charges, Fuel Price and Power Cost Adjustment (FPPCA) Charges, Electricity Duty, Cess, meter rent, Power factor surcharge, Rebate allowed, others, if any
- (o) Arrear electricity charges
- (p) Delay payment charges
- (q) Due date of payment

- (r) Authority in whose favor cheque/Bank draft is to be issued. (To be printed on reverse of the bill)
- (20) The following details may be printed on the reverse of the bill:-
- (a) Names(s)/address (es) and telephone no.(s) of collection centres
 - (b) Working hours for collection of bills.
 - (c) Designation(s), address (es) and telephone no.(s) of the authority with whom complaints pertaining to bills, meter, meter reading etc. can be lodged
 - (d) Address (es) and telephone no.(s) of Consumer Grievance Redressal Forum.
 - (e) Names of the concerned fuse call center with telephone number.
 - (f) Any other message that the Licensee may like to provide.
- (21) In case the Licensee fails to maintain supply of power even to a quantum required to cross the minimum charge barrier, on consideration of merits of each case, shall order for not realization of monthly minimum charge and shall charge the consumer in the following manner:
- (a) Energy charges shall be on the basis of actual meter reading recorded in the energy meter.
 - (b) Other charges shall be prorated on the basis of the number of days, power was provided to the consumer.
- (22) The Licensee shall make arrangements to provide guidance and information to any consumer on telephone, for this purpose shall set up call center (s). All urban areas may be brought under this facility in the first phase and Rural areas there after. Details of payment status, arrear status, authorized Load, contract demand etc may be provided to the consumer if he discloses this connection number and address.

8.2 Special Reading of Meters in cases of Change of Occupancy / Vacation of Premises for Domestic Consumers

- (1) It shall be the responsibility of the owner / consumer to get his connection disconnected and get a special reading done by the Licensee at the time of change of occupancy or on the premises falling vacant.
- (2) The owner/user of the connection shall make a request in writing to the Licensee for disconnection and special reading of meter at least 15 days in advance of the proposed date of vacation of the premises or change of the occupancy, as the case may be. The Licensee may however, accept a notice of shorter period.
- (3) The Licensee shall get the special reading of meter done and deliver the final bill, including all arrears till the date of billing, at least 7 days before the vacation of the

premises. The final bill shall also include payment for the period between the date of special reading and date of vacation of premises on pro-rata basis.

- (4) Once the final bill is raised, the Licensee shall not have any right to recover any charge(s), other than those in the final bill, for any period prior to the date of such bill. It will be responsibility of the consumer/owner to make the payment and on receipt of payment Licensee shall issue no dues certificate.

8.3 Payment of Bills

- (1) Bill should be paid at the Licensee's local office or authorized Bank within the due date by cash or by local bank cheque or bank draft and obtain receipt. In case the last date of payment of bill falls on a Sunday or holiday, payment can be made without surcharge on the next working day.
The Govt. / Semi-Govt. consumers within the State of Sikkim, both central / semi-Government consumers, are allowed to pay their bills through the outstation cheques subject to the condition that bank charges payable on collection of cheques shall be realized from the consumers in subsequent bills.
In case of payment by Demand Draft, the draft commission shall be borne by the consumer.
- (2) Any complaint with regard to the accuracy of bills shall be made in writing to the Licensee and the amounts of such bills shall be paid under protest, within the due date. The amount of bills paid under protest will be regarded as advance to the credit of consumer's account until such time as the bill in dispute has been fully settled.
- (3) **Surcharge for delayed payment:** Surcharge at an applicable rate as fixed by the schedule of tariff from time to time per month (or part thereof) at simple interest shall be levied if the payment is not made on or before the due date of payment specified in the bill.
- (4) The payment of electricity and other charges made by cheque shall be considered as payment only when collection against the cheque has been made by the Bank concerned.
- (5) Rebate for payment of bill on or before the due date shall be applicable as per schedule of tariff
- (6) All payments made by the consumer will be adjusted in the following order of priority:
 - (i) current power supply charges including meter rent, electricity duty etc
 - (ii) revenue arrears
 - (iii) interest / surcharge on revenue arrears
- (7) Adjustment of erroneous bill

- (i) If at any time during verification of consumer's ledger account, erroneous claims are noticed, the consumer is liable to pay the difference. In case revised claims are more than the claims already made, the difference will be credited to the consumer's account under intimation to him and adjusted in the future bills accordingly.
 - (ii) When the difference is payable by the consumer, claim will be made by a separate supplementary bill furnishing all the relevant details
 - (iii) The supplementary bill shall be paid within 30 days from the date of issue of the bill failing which the power supply to the consumer will be disconnected without further notice.
- (8) Payment of bills by installment is not a matter of right of the consumers. However, installment shall be allowed on application by the consumers in such cases where the Licensee's authorized officers deem fit and interest at the rate as fixed by the Commission from time to time shall be levied on the outstanding amounts.

CHAPTER – 9:

DISCONNECTION OF SUPPLY DUE TO NON-PAYMENT OF ELECTRICITY BILL

9.1 Disconnection due to non-payment of electricity bill amount

Where a person neglects to pay any charge for electricity or any other sum due from him to a Licensee, by the due date mentioned in the bill, in respect of supply, transmission or distribution or wheeling of electricity to him, the Licensee may, after giving not less than fifteen (15) clear days notice in writing to such person, without prejudice to his rights to recover such amount or other sum due by legal action, cut off supply of electricity, until such charge or other sum, together with any expenses incurred by him in cutting off and reconnecting the supply, are paid.

9.2 Disconnection on other reasons

The Licensee may also disconnect power supply to a consumer on any of the following grounds after serving proper notice as per Annexure - 3

- (1) At the request of consumer
- (2) Mandated the Licensee to do so by a person with legal authority to issue such notice.
- (3) Entitled the Licensee to do so under an agreement with the consumer.
- (4) The Licensee reasonably believes that the consumer has contravened any of the provisions of this code, which entitle the Licensee to disconnect the supply.
- (5) If the Licensee reasonably believes that failure to disconnect may or likely to cause a health hazard or safety risk or damage to property or to the consumer or to any other person; such as excessive leakage current as provided under 49 of the I.E. Rules, 1956.
- (6) If the Licensee reasonably believes that the consumers installation does not satisfy the applicable rules or any other reasonable requirements prescribed by the Licensee.
- (7) If the security deposit provided by the consumer has become insufficient or the consumer has to provide additional security deposit, which the consumer has failed to deposit within time limit prescribed.
- (8) If default in payment or detection of theft of electricity under Regulation 10.3 (e)(i) and Regulation 10.6 (a) (vii) respectively, supply will be disconnected immediately without giving notice.
- (9) For not providing access to the Licensee or its authorized representative under Regulation 4.12 (4).

- (10) Where any consumer having more than one connection defaults in payment of dues relating to one of the connections.

9.3 Restoration of Power Supply

- (a) A connection, which is disconnected permanently, shall not be reconnected and the consumer shall have to apply for a new connection.
- (b) In case of temporary disconnection, supply shall be restored after the cause of disconnection has been removed.
- (c) If the disconnection was on account of non-payment of bill, and in case the consumer requests for reconnection within a period of six months after disconnection, the connection shall be reconnected within 5 days on an application by the consumer accompanied with a copy of the receipt for payment of dues and reconnection charges.
- (d) If payment is made by Cheque (other than Banker's Cheque) supply may be reconnected after realization of the cheque.
- (e) In other cases, the applicant shall apply for reconnection after removal of the causes along with
 - (i) Receipt of payment of disconnection / reconnection fee.
 - (ii) Test report by a Licensed Electrical Contractor.
 - (iii) Documentary evidence of removal of cause for disconnection under Regulation 9.2 above.

The Licensee shall inspect the premises on intimation of removal of cause of disconnection by the consumer and if he is satisfied that the cause of disconnection has been removed, the supply shall be reconnected within two days or earlier.

CHAPTER –10:

UNAUTHORISED USE OF ELECTRICITY AND THEFT OF ELECTRICITY, MALPRACTISES AND COMPENSATION

10.1 Unauthorized Use of Electricity

- (1) The following acts on the part of consumer are to be considered as “unauthorized use of electricity” for the purpose of assessment under the provisions of Section 126 of the Act;
- (i) Use of electricity by any artificial means: or
 - (ii) Unauthorized use of electricity by means without the permission of the concerned person or authority or Licensee; or
 - (iii) Use of electricity through a tampered meter; or
 - (iv) Use of electricity for the purpose other than for which the supply of electricity was given; or
 - (v) Use of electricity for the premises or areas other than those for which the supply of electricity was authorized
 - (vi) Use of Electricity in the premises where supply is disconnected by the Licensee.
- (2) The following acts on the part of the consumer shall also be considered as unauthorized use of electricity and shall also be dealt with for assessment under the provisions of Section 126 of the Act;
- (i) Increase in connected or contracted load in excess of the sanctioned load as per the agreement;
 - (ii) Extension of power supply beyond the permitted area of use as in the agreement;
 - (iii) Shifting of location of meter or unauthorized alterations in the installation;
 - (iv) Disconnection of neutral; or
 - (v) Tampering with meter or equipments associated with metering provided by the Licensee and not reported to the Licensee.

10.2 Assessing Officer of Licensee

The Licensee shall publish the list of Assessing Officers for various areas / divisions / districts in accordance with Section 126 of the Act and issue Photo identification cards to such Assessing Officer to enable easy identification by the consumers.

10.3 Procedure for Inspection, Provisional Assessment, Hearing and Final Assessment in case of unauthorized use of electricity

(a) Inspection

- (i) Assessing Officer on receipt of reliable information regarding unauthorized use of electricity or on instruction from higher authority, promptly conduct inspection of such premises.
- (ii) The Assessing Officer, if required to do so, shall produce his Photo identity card to the Consumer / person in occupation or possession or in charge of the place or premises before entering the premises. Persons accompanying the Assessing officer shall also carry their photo Identity Cards.
- (iii) The access to premises shall be in accordance with the Regulation 4.12 of these regulations and the occupant of the place or premises of inspection or any person on his behalf shall remain present during the inspection.
- (iv) An inspection report shall be prepared at site giving details of connected load, condition and details of old seals and resealing done, working of meter, details of new seals, etc. The report shall mention specific irregularity noticed which has lead to indulgence of unauthorized use of electricity in the format given in Annexure-4 and Annexure – 5 for theft of energy as per Section 135 of the Act.
- (v) The report shall clearly indicate whether or not conclusive evidence substantiating the fact that Unauthorized Use of Electricity was found. The details of such evidence should be recorded in the report. The report shall be signed by the Assessing officer and a copy of the report shall be served on the person in occupation or possession or in charge of the place or premises.
- (vi) In case theft of electricity is detected by the Assessing Officer at the time of inspection and in case the Assessing Officer himself is not an Authorised Officer under section 135 of the Act, an immediate reference, reporting the facts will be made to the Authorised Officer for taking further necessary action under Regulation 10.6.
- (vii) Within 3 working days of the date of inspection, the Assessing Officer shall analyze the case after carefully considering all the evidence including the consumption pattern wherever available. If it is concluded that no unauthorized use of electricity has taken place, no further action shall be taken.

(b) Provisional Assessment and Notice to the Consumer

- (i) If the Assessing Officer comes to the conclusion that Unauthorized Use of Electricity has been taken place in the premises, he will serve a provisional assessment order upon the consumer / person in occupation or in-charge of the premises under proper receipt and to Initial Assessment notice is to be issued to the consumer as specified in the Annexure-6 giving 7 days time for filing objections, if any, against the Provisional Assessment Order and fixing a date of hearing. The assessment shall be done as per guidelines provided in Annexure-7 appended to these regulations.
- (ii) Any person served with the order of provisional assessment, may, accept such assessment and deposit the assessed amount with the Licensee within seven days of service of such provisional assessment order upon him. In such case, he shall not be subjected to any further liability or any action by any authority what so ever.

(c) Hearing & Final Assessment

- (i) On the date of hearing, the Assessing Officer shall hear the consumer / person in occupation or in-charge of the place or premises. The Assessing Officer shall give due consideration to the facts submitted by such person and pass, within 7 working days, a speaking order as to whether the case of Unauthorised Use of Electricity is established or not. The order shall contain the brief of inspection report, submissions made by such person in his written reply and also during hearing.
- (ii) A copy of the order shall be served to such person under proper acknowledgment.
- (iii) If the assessing officer reaches to the conclusion that unauthorized use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorized use of electricity has taken place and if, however, the period during which such unauthorized use of electricity has taken place cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection.
- (iv) The final assessment under (iii) above shall be made at a rate equal to twice the tariff applicable for the relevant category of service.

(d) Appeal to Appellate Authority Against the Final Assessment

- (i) Any person aggrieved by a final assessment order made under Regulation 10.3(c) above, may, within fifteen (15) days of the said order, prefer an appeal to the Appellate Authority designated by the Commission.
- (ii) No appeal against the order of assessment under Regulation 10.3 (c) above shall be entertained unless the consumer / person deposits one half of the amount assessed by the Assessing Officer in cash or by way of bank draft with the Licensee and encloses documentary proof of such deposit.
- (iii) The Appellate Authority shall decide the case expeditiously and communicate the orders thereon to the consumer and the office of the issue. The consumer shall pay the amount, if any, as decided by the Appellate Authority within fifteen (15) days from the date of submission of the bill by the office of issue.
- (iv) In case any amount becomes refundable as per decision of the Appellate Authority such amount shall be adjusted in the bills of immediately succeeding months.

(e) Default in Payment of Assessed Amount or Installments thereof

- (i) In case of default in payment of the assessed amount or any installment granted or agreed by the competent authority, the Licensee shall, after, giving a 15 days notice in writing, disconnect the supply of electricity, by any suitable means such as disconnection from pole/ transformer, removing meter, electric line, electric plant and other apparatus, as the case may require. The reconnection shall be carried out as per the provisions of reconnection laid down in Regulation 9.3 of these regulations.
- (ii) When a consumer / person defaults in making payment of assessed amount, he shall be liable to pay an amount of interest at the rate of 16% (sixteen percent) per annum with effect from the date of expiry of 30 days from the date of order of assessment, in addition to the assessed amount, compounded every six months.

10.4 Theft of Electricity

According to Section 135 of the Act -

- (1) Whoever, dishonestly,-

- (a) taps, makes or causes to be made any connection with overhead line or underground cables, or service wires, or service facilities of a Licensee or supplier, as the case may be; or
- (b) tampers meter, installs or uses a tampered meter, current reversing transformer, loop connection or any other device or method which interferes with accurate or proper registration, calibration or metering of electric current or otherwise results in a manner whereby electricity is stolen or wasted ; or
- (c) damages or destroys an electric meter, apparatus, equipment, or wire or causes or allows any of them to be damaged or destroyed as to interfere with the proper or accurate metering of electricity : or
- (d) uses electricity through a tampered meter : or
- (e) uses electricity for the purpose other than for which the usage of electricity was authorized, so as to abstract or consume or use electricity shall be considered as indulging in theft of energy.

- (2) As per Section 135 (c) of the Act, the person indulged in theft of energy shall be punishable with imprisonment for a term which may extend to three years or with fine or with both:

Provided that in a case where the load abstracted, consumed, or used or attempted abstraction or attempted consumption or attempted use –

- (i) does not exceed 10 kilowatt, the fine imposed on first conviction shall not be less than three times the financial gain on account of such theft of electricity and in the event of second or subsequent conviction the fine imposed shall not be less than six times the financial gain on account of such theft of electricity;
- (ii) exceeds 10 kilowatt, the fine imposed on first conviction shall not be less than three times the financial gain on account of such theft of electricity and in the event of second or subsequent conviction the sentence shall be imprisonment for a term not less than six months, but which may extend to five years and with fine not less than six times the financial gain on account of such theft of electricity.

Provided further that in the event of second and subsequent conviction of a person where the load abstracted, consumed, or used or attempted abstraction or attempted consumption or attempted use exceeds 10 kilowatt, such person shall also be debarred from getting any supply of electricity for a period which shall not be less than three months but may extend to two years and shall also be debarred from getting supply of electricity for that period from any other source or generating station:

10.5 Authorized Officer

- (1) The Licensee shall publish the list of Authorized Officers as designated by the Government of Sikkim in accordance with Section 135 of the Act and issue Photo Identity cards to such authorized officers to enable identification by the consumers.
- (2) According to Section 135 (2) of the Act any authorized officer may ---
 - (a) enter, inspect, break open and search any place or premises in which he has reason to believe that electricity has been, is being, or is likely to be, used unauthorisedly;
 - (b) Search, seize and remove all such devices, instruments, wires and any other facilitator or article which has been, is being, or is likely to be, used for unauthorized use of electricity;
 - (c) Examine or seize any books of accounts or documents which in his opinion shall be useful for or relevant to, any proceedings in respect of the offence under sub-section (1) and allow the person from whose custody such books of accounts or documents are seized to make copies thereof or take extracts there-from in his presence.

10.6 Procedure to be adopted by Licensee for Inspection in case of theft of electricity.

(a) Inspection

- (i) The officer as authorized by the Government *suo-motu* or on receipt of reliable information regarding theft of electricity, shall promptly conduct inspection and search such premises.
- (ii) The Authorized Officer shall, if required, produce photo ID card to the consumer / person in occupation or possession or in charge of the premises or place. Photo ID card shall be carried by each team member and shown on demand before entering the premises.
- (iii) The provisions of the Code of Criminal Procedure, 1973, relating to search and seizure shall also apply, to searches and seizure under this Code.
- (iv) A list of all items seized in course of search shall be prepared and signed by all consumers / persons present during the search and seizure. The occupant of

the place or premises or any person on his behalf shall remain present during the inspection.

- (v) In all cases of inspection, a report shall be prepared at site giving details of connected load, condition and details of old seals, working of meter, details of new seals and clearly mention any irregularity noticed which may lead to theft of electricity in the format given in Annexure–5. The Authorized Officer shall carry seals for this purpose. Any damage/ destruction to the electric meter, metering equipments, apparatus, line, cable or electrical plant of the Licensee caused or allowed to be caused by the consumer / person so as to interfere with the proper or accurate metering of electricity or for theft of electricity shall also be duly recorded in the report. The Authorized Officer shall also prepare a diagram illustrating the arrangements found during inspection for theft of electricity, wherever feasible and such diagram shall form a part of inspection report.
- (vi) The report shall clearly indicate whether a prima-facie case for theft of electricity has been established. The report shall be signed by the Authorized Officer and a copy of report served to the occupant of the premises or his / her representative at site immediately.
- (vii) The Authorized Officer upon detection of such theft of electricity arranges for disconnecting the supply of electricity to such premises immediately by an officer of the Licensee.
- (viii) As per the provisions of the Act, the Authorized Officer of the Licensee shall lodge a complaint in writing relating to committing of offence in police station having jurisdiction within twenty-four hours from the time of detection of theft of electricity and disconnection of supply of electricity to the premises.
- (ix) In case of suspected theft of electricity due to tampering the meter the Authorized officer shall replace the meter through a tested meter of appropriate rating. The removed tampered meter shall be sealed by the Authorized Officer so as to keep in 'as in found condition'. The consumer or his representative will also be permitted to affix his seal at that time, the Licensee shall check the connected load also at the premises.

(b) Assessment and Notice to the Consumer

- (i) After the Authorized Officer comes to the conclusion that theft of electricity has taken place in the premises (as defined under Section 135 of the Act), he shall serve an assessment order upon the person in occupation or in-charge of the premises. The assessment shall be done as per guidelines provided in Annexure-7 and a notice shall be issued in the format at Annexure – 6, appended to these regulations.
- (ii) Any consumer/person served with the order of assessment shall deposit the assessed amount with the Licensee within seven days of service of such assessment order upon him.
- (iii) In case of suspected theft of electricity if consumption pattern for last one year is reasonably uniform and is not less than 75% of the consumption assessed on the basis of connected load and normative consumption and no theft of electricity is established, no further proceeding- shall be taken and the decision shall be communicated to the consumer within 7 days under proper acknowledgement.
- (iv) If the consumption pattern is not satisfactory, the Licensee shall, within 7 days of inspection, serve on the consumer a show cause notice, as to why a case of theft should not be booked giving full details for arriving at such decision. The notice should clearly state the date which shall not be less than 7 days and place at which the reply has to be submitted and designation of the person to whom it should be addressed.

(c) Hearing in case of Suspected Theft of Electricity

- (i) On the date of hearing, the Assessing Officer shall hear the consumer/person in occupation or in-charge of the place or premises. The Assessing Officer shall give due consideration to the facts submitted by such consumer/person and pass, within 7 working days, a speaking order. The order shall contain the brief of inspection report, submission made by such consumer/person in his written reply, and during hearing.
- (ii) A copy of the order shall be served to such consumer/person under proper receipt, and in case of refusal to accept the order the order or in absence of such person, shall be served on him under Registered Post/Speed Post/Courier Post. The consumer/person in occupation or possession or in charge of the place or premises shall be required to make the payment within 15 days of receipt of assessment order.

- (iii) If the Assessing Officer reaches to the conclusion that the theft of electricity has taken place, the assessment shall be made for the entire period during which such theft of electricity has taken place and if, however, the period during which such theft of electricity has taken place cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection.
- (iv) The assessment shall be made at a rate equal to three times the tariff applicable for the relevant category of service.
- (v) The Licensee on deposit or payment of the assessed amount or electricity charges in accordance with complaint as referred to in the Regulations 10.5 (b) and 10.5 (c), restore the supply of electricity as per the provisions of reconnection laid down in Regulation 9,3 above.

10.7 Tampering or Damage to Electrical Plant Lines or Meter

If the electrical plant, lines or meter or any other equipment of the Licensee placed in the consumer premises is found tampered or damaged, the Licensee shall be entitled to recover the expenses incurred, for restoration of such plant, line, meter or equipment, without prejudice to his right to take action under appropriate provisions of the Act, including disconnection of supply for non-payment of the cost for replacement / rectification, and action for theft or unauthorized use, as the case may be.

10.8 Measures to prevent Diversion of Electricity, Theft or unauthorized use of Electricity or Tampering or Damage to Electrical Plant, Electric Lines or Meter.

The Licensee shall take all necessary measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering or damage to electrical plants, electrical lines, equipments or meter.

The Licensees shall take any of the following steps:

- (1) To provide pilfer proof meter boxes for meters.
- (2) Review the status of service lines, ensure replacement of defective lines to prevent theft/ bypassing of meter.
- (3) At least 5% of total connections, category wise, should be inspected monthly to enable implementation of provisions of the section 126 & 135, of the Act strictly wherever offences are committed.

Priority shall be given for detection of theft cases.

- (4) Regular monthly monitoring of consumption of high value consumer, which shall include all the HT connections and LT connections having contract demand of 25 KVA and above and arrange prompt inspection of doubtful cases. A system shall be evolved and put in place within 3 months and furnish the details of such system to the Commission for its approval.
- (5) Work out all 33KV & 11 KV feeder wise losses in next six months. Losses for all 33KV & 11 KV feeders of the whole state shall be worked out within next one year.
- (6) Install remote metering devices on all HT and high value LT connections on priority for the purpose of monitoring of consumption and prevention of theft of electricity.
- (7) Wide publicity through the media, TV and newspaper to bring awareness amongst consumers about the level of commercial losses, and their effect on the honest consumers.
- (8) Seek the cooperation of social and consumer groups, NGOs for prevention of theft or unauthorized use of electricity or tampering or damage to electrical plant, electric lines or meter through independent agencies, and creation of such groups feeder-wise.
- (9) Display boards containing the provisions of penalties, fines and other information about the above at its consumer service related offices, and other important places.
- (10) Display feeder-wise, area-wise, circle-wise, division-wise losses, efforts made for prevention of diversion of electricity, theft or unauthorized use of electricity or tampering or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.
- (11) Install meters on distribution transformers in the suspected area (s) where the possibilities of theft of electricity exist and monitor the consumption of such meters with the consumption of individual consumer meters connected to the distribution transformer, and inspect the abnormalities.
- (12) Replace overhead bare conductors with cables in theft prone areas, wherever necessary, to prevent theft by direct hooking with the Licensee's lines and expenditure on this account shall be a pass through in the ARR of the Licensee.
- (13) Provide HV distribution system (LT less system) in theft prone areas using small capacity distribution transformer, wherever necessary, to prevent theft by

direct hooking and expenditure on this account shall be a pass through in the ARR of the Licensee.

- (14) Relocate the meters of existing consumers to an appropriate location so that it is outside the premises but within the boundary wall and easily accessible for reading, inspection/ testing and other related works. In doubtful cases and where continuous vigil is not possible, install meter for such connection on its poles / feeders pillars with display unit at consumer premises. The consumption recorded in consumer meters should be reconciled with the reading of meter installed at concerned sub stations/ distribution transformer.
- (15) Ensure that meter readers are rotated in such a manner that their area of meter reading is changed at least once in six months.
- (16) Maintain list of cases where theft of electricity has been detected clearly indicating the cases where first Offence or subsequent offence(s) of the theft has been detected – Action taken as per provision of the Act.
- (17) Monitor cases of theft and submission of abstract reports to the Commission in respect of recovery of assessed amount and bills issued.

10.9 Voluntary Declaration of Tampered Meters

In case a consumer comes forward and voluntarily declares tampering of meter and/or seals,

- (a) The tampered meter shall be replaced with a new meter by the Licensee / Consumer, as the case may be, within 15 days.
- (b) The cost of the meter shall be borne by the consumer.
- (c) The Licensee shall raise the energy bill assessed in accordance with the provisions of Section 126 of the Act and as per procedure specified in Regulation 10.3 above. The consumer shall be provided by the Licensee the sheet of calculation for the assessed amount to be paid.
- (d) The energy bill for the period from the date of voluntary declaration till replacement of meter shall be assessed as per procedure specified in respect of defective meter on normal tariff.
- (e) The consumer shall pay the assessed amount within 7 days of serving of the notice.
- (f) No case shall be lodged in case a consumer voluntarily declares the tampering of meter and pays the bill raised as above.
- (g) Such facility to a consumer shall be available for one time only.

10.10 Assessment Bill

While making the assessment, the Licensee shall give credit to the consumer for the payments for energy consumption already made by the consumer for the period of the assessment. The assessed bill shall be prepared after excluding the payment for energy consumption already made by the consumer. The bill shall clearly indicate the timing, days and place where it is to be deposited.

10.11 Offences and Penalties In Respect of Supply of Electricity has been dealt in detail under section 135 to 152 of the Electricity Act, 2003 as amended from time to time, which shall be binding on both the Licensee and the consumer or the person concerned.

CHAPTER – 11:
MISCELLANEOUS

11.1 Force Majeure and Restrictions on Supply of Power

The Licensee may direct the consumer to curtail, stagger or altogether stop using supply in any of the following conditions and the consumer shall not be liable for any claim or compensation on account of loss or damage arising out of failure of supply in such conditions;

- (i) when such failure is due to cyclone, floods, storms or other occurrences beyond the Licensee's control either directly or indirectly and due to war, mutiny, civil commotion, riot, strike, lockout, fire, flood, tempest, lightning, earthquake or other forced incidents such as break down of equipment, overhead lines and cables or causes beyond the control of the Licensee.
- (ii) in the event of restriction on power supply imposed by the Commission under Section 23 of the Electricity Act, 2003.
- (iii) in case of a major breakdown in the supply system of the Licensee such as Grid Failure that warrants curtailment of load.
- (iv) The consumer may be required to curtail, stagger, restrict, regulate altogether cease to use electricity if the power position or any other emergency warrants such a course of action.

11.2 Other Codes and Regulations

The Consumer shall ensure that for new buildings, structures, additions, modifications and any other construction projects, minimum clearances, required from existing supply lines of the Licensee are maintained. These minimum clearances are specified in the Indian Electricity Rules, 1956

11.3 Service of Notice

- (1) Service of any notice to the consumer may be effected either by delivering the notice to the consumer in person under proper receipt by an official of the Licensee or by despatching the notice by registered post or Courier post or by publication in two largely circulated daily newspaper commonly read in the concerned locality. In the case of an individual consumer, service of notice to the consumer's spouse or his representative, and in the case of a firm, company or

corporation, on the Managing Director, Director or Principal Officer or an authorized person of such a concern, shall be taken as sufficient service for the purposes of these regulations.

- (2) If a consumer refuses or avoids receiving the notice, the service may be effected by affixing the notice at a conspicuous place on the premises of the consumer, in the presence of two witnesses or by publication in two largely circulated daily newspapers commonly read in the concerned locality, and in such cases an endorsement shall be made on the copy of the notice. This affixture or publication shall be deemed as sufficient for service of notice.

11.4 Terms and Conditions of Supply

(12) Every Licensee shall, within a period of three months from the date of notification of these regulations modify and update the terms and conditions of supply and all circulars, orders and any other document or communication relating to the supply of electricity to consumers to make them consistent with these regulations under intimation to the Commission.

(13) Any terms and conditions of the Distribution Licensee whether contained in the terms and conditions of supply and/or in any circular, order, notification or any other document in communication, which are inconsistent with these regulations, shall be deemed to be involved from the date on which these regulations come into force.

11.5 Power to Amend

The Commission may, at any time, vary, alter, modify or amend any provisions of these regulations.

11.6 Power to Remove Difficulties

If any difficulty arises in giving effect to any of the provisions of these regulations or there is a dispute regarding interpretation of any provision, the matter may be referred to the Commission, who after consulting the parties effected where considered necessary, may pass necessary orders to remove such difficulties or disputes of interpretation.

11.7 Miscellaneous Provisions

- (1) Nothing in these regulations shall be deemed to limit or otherwise restrict the inherent power of the Commission to make such orders as may be necessary to meet the ends of justice to the consumers at large.
- (2) Nothing in these regulations shall bar the Commission from adopting in conformity with the provisions of the Act a procedure, which is at variance with any of the provisions of this Code, if the Commission, in view of the special circumstances of a case or class of cases and for reasons, to be recorded in writing, deems it necessary or expedient for dealing with such a case or class of cases, based on merits.
- (3) Nothing in these regulations shall, expressly or impliedly, bar the Commission in dealing with any matter or exercising any power under the Act for which regulations have not been framed, and the Commission shall deal with such matters, and in a manner it thinks fit.

Determination of Connected Load**Domestic Connection**

1. Name of the consumer : _____

2. Address : _____

3. Consumer Number (for existing connections) : _____

4. Electrical equipments proposed to be put to use : *(Please fill-up the following table to enable determination of the connected load. Normally the actual load of each item will be considered to determine the connected load at the premises. In case of non availability of the rated capacity of any item, the load shown below shall be considered.)*

Item (1)	Load per item (Watts) (2)	Nos. (3)	Total load (Watts) (2 x 3) (4)
Bulb / CLF	As per actual rating		
Tube light (Fluorescent) 4'	40		
2'	20		
Fan	60		
Tape-recorder/Music system	25		
Television Colour	100		
Black & White	60		
Mixie	60		
Refrigerator	200 or actual		
Cooler	200 or actual		
Heater (for cooking and water heating)	1000		
Washing machine	750 or as actual		
Geyser	1500 / 2000 or as actual		
Microwave Oven 2000	2000		
Air Conditioner (1 ton/1.5 ton/2.0 ton)	1500 / 2000 / 2250		
Split Air Conditioner 1.5 ton	2250		
Computer	100		
Printer	150		

Water lifting Pump set	375 or actual		
Inverter to be used in case of power failure for own use	Nil		
Spare plug points			
(a) 5 Amp	100 W		
(b) 15 Amp	1000 W		
Others - on Actuals			
	Totals		

Note:

- (a) 1/3rd of the total unused plugs incase of domestics and general purpose supply and 50% (half) of the plug points of the commercial category shall be counted for computing connected load.
- (b) Defective appliances like cooler, refrigerator, T.V., Iron, Oven, etc., which are not connected and not working shall not be taken into account.
- (c) In some domestic connections Geyser, Room Heater and Air-conditioner (without heater) are installed. The load of Geyser(s) and Room Heater(s) shall be accounted for billing for the month of December, January & February and the load of Air-conditioner(s) (without heater) shall be taken into account for the month of April to September. The load of Air-conditioner(s) with heater(s) shall be accounted as connected load for full year.
- (d) Any other item of load not included above shall be taken as per manufacturers rating.
- (e) Fraction of load in kW shall be taken as next higher whole number for the purpose of billing or as otherwise provided in the tariff order.

Signature of the Consumer

Date: _____

Place : _____

Signature of the Licensee's representative

Date: _____

Place : _____

Self Declaration of Connected Load

1. Name and address of the Consumer

2. Consumer No. / Account No.

3. Category of Consumer

4. Purpose of Supply

5. Details of Load Connected.

Sl. No.	Name of Appliance	Load (W)	Nos.	Total load (kW/HP)
(i)				
(ii)				
(iii)				
(iv)				
(v)				
(vi)				
(vii)				
(viii)				
(ix)				
(x)				

Total Aggregate Load

Note: In case of HT/EHT the details of transformer installed and the Connected Load to be furnished

6. Sanctioned Load

7. Extra Load

Date

Signature of the Consumer

Intimation to Consumer after Temporary Disconnection of Supply

From

.....
.....
.....
.....

No. _____

Dated: _____

Reference:

Connection No. _____

Consumer Category _____

Contracted Load _____

This is to inform you that the supply to your service connection has been temporarily disconnected with effect from _____

due to following reasons: _____

You are requested to remove the cause (s) of disconnection and intimate this office at the earliest. You are also requested to pay sum of Rs. _____ towards, reconnection charges and * _____

If the cause of disconnection is not removed to the satisfaction of this office, your supply will be permanently disconnected.

Thanking you,

Yours faithfully

Name, Signature & Designation

‘*’ Mention if any other dues is to be deposited and also give break up of the total sum

INSPECTION REPORT

(Under Section 126 of the Act)

Sub Division:

I. Inspection notes of Sri _____ Dated _____ 200

Time of Inspection: Total time of inspection:

II. (a) Name and address

of the occupant of the place/premises

(b) Person present at the time of inspection:

Name	Signature
(i) -----	-----
(ii) -----	-----
(iii) -----	-----
(iv) -----	-----

III. (a) Any other person available at the time of inspection and his / her relationship with the occupant of the place/premises:

(b) Any other departmental staff present:

IV.

1. Service Connection No.:
2. Distribution:
3. Nature of premises:
4. Category:

V. (a) Meter diagram indicating the seals position & their condition:

Location of the meter	Height of the meter
Impression on Seals	Impression on Seals
Before Inspection	After Inspection

VI (a) Meter Reading:

(i) KWH

(ii) KVA

(iii) KVAH

(iv) Power factor

(b) Status of Meter:

Running / Stop / Defective / Burnt

(c) CT / PT Connection details with phase sequence

VII Details of Connected Load

1. kW/HP

2. kW /HP

3. kW/HP

4.

5.

6.

In case of HT Transformer detail and connected load details are to be given separately

VIII Findings and Conclusion of the Inspecting Team

IX Signature of all members of the inspecting team and occupant of the premises or his representative.

INSPECTION / SEIZURE REPORT

(Under Section 135 of the Act)

Sub Division:

I. Inspection/Seizure notes of Sri _____ Dated _____ 200

Time of Inspection/Seizure: Total time of inspection/Seizure:

II. (a) Name and address

of the occupant of the place/premises

(b) Person present at the

time of inspection /

Seizure:

Name

Signature

(i) -----

(ii) -----

(iii) -----

(iv) -----

III. (a) Any other person available at the

time of inspection and his / her

relationship with the occupant of

the place/premises:

(b) Any other departmental staff present:

IV.

1. Service Connection No., if any:

2. Distribution:

3. Nature of premises:

4. Category:

V. (a) Meter diagram indicating the seals position & their condition, if meter installed:

Location of the meter

Height of the meter

Impression on Seals

Impression on Seals

Before Inspection

After Inspection

VI (a) Meter Reading, if installed:

- (i) KWH
- (ii) KVAH
- (iii) KVAH
- (iv) kW
- (v) Power factor

(b) Status of Meter, if installed:

Running / Stop / Defective / Burnt

(c) CT / PT Connection details with phase sequence

VII Details of Connected Load

1. kW/HP
2. kW /HP
3. kW/HP
- 4.
- 5.
- 6.

In case of HT Transformer detail and connected load details are to be given separately

VIII List of items with full details seized during inspection/search

IX Findings and Conclusion of the Inspecting Team

X Signature of all members of the inspecting team and occupant of the premises or his representative.

Initial Assessment Notice

Memo No. Date
Hours of issue
Place

From : To :
.....
.....

Reference No.:

Dear Sir(s) / Madam,

This notice bill is being served on you, which has been assessed on the basis of the Clause 10.3 and 10.5 of Electricity Supply Code Regulations, 2012.

Evidences revealed that you were directly or indirectly involved in the act of unauthorized use of electricity / theft of electricity for which your service connection was disconnected on as per Notice No.

A statement showing your involvement along with the assessment bill is enclosed herewith.

Unless the amount of the assessment bill along with the reconnection charges are received, the service connection shall not be reconnected.

Please note that Non-payment of the amount or the assessment bill shall be treated as arrears against you.

An appeal is desired may be preferred by you against the amount of the assessment bill to the Appellate Authority, namely Please acknowledge receipt.

Thanking you,

Place:

Date:

Yours faithfully,

Signature and seal of authorized officer of Licensee

Acknowledgement

I / We, Shriconsumer No.Meter No. hereby acknowledge receipt of your assessment bill No. ... dated

Place :

Signature of consumer

Date :

Address

ASSESSMENT OF ELECTRICITY CHARGES IN CASE OF UNAUTHORIZED USE / THEFT OF ELECTRICITY

(1) Assessment of electricity charges in the case of unauthorized use of electricity under section 126 of the Act

- (a) Where it is concluded that unauthorized use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorized use has been continuing. If, however, in a case where the period of unauthorized use cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection.
 - (i) The consumption of electricity cannot be computed on the basis of meter reading.
 - (ii) If, the consumption of electricity cannot be computed on the basis of meter reading, then the same will be computed on the basis on the LDHF formula as detailed in para 3 “LDF format for assessment of electricity consumption” given below
- (b) The Consumer will, on the basis of consumption of electricity computed as above, be liable to pay electricity charges at a rate equal to twice the tariff applicable for the relevant category in which the service should have been classified.
- (c) Electricity charges in all cases of unauthorized use of electricity will continue to be levied as in sub-para (b) above till the cause of unauthorized use of electricity is rectified.

(2) Assessment of electricity charges in cases of theft of electricity as per Section 135 of the Act.

- (a) Where it is prima facie established that theft of electricity has taken place, the consumption of electricity will be computed on the basis of the LDHF formula as detailed in para 3 below
- (b) The consumption of electricity so computed will be charged for a presumptive period of twelve months preceding the date of detection of the theft of electricity at two times the normal tariff rate. The period of 12 months may however, be suitably reduced if the Authorized Officer, for reasons to be recorded in writing, is satisfied that theft of electricity has actually taken place for a lesser period.

Adjustments of electricity charges already paid

- (a) The electricity charges already paid by a consumer for the electricity consumed during the presumptive period of assessment, if any, will be adjusted in the electricity charges assessed as per para 1 and 2 above.
- (b) Any liability under other Laws/Regulations or provisions of the Supply Code will be in addition to the electricity charges payable in accordance with paragraphs 1 & 2 above.

(3) LDHF formula for assessment of electricity consumption

Units assessed = L x D x H x F

Where,

L is the load found connected during the course of Inspection in KW

D is number of working days per month, during which unauthorized use/theft is suspected and will be taken for different categories of use as below:

a)	Continuous industry	30 days
b)	Non- continuous industry	25 days
c)	Domestic use	30 days
d)	Agriculture	30 days
e)	Non-Residential (continuous) viz. hospitals, hotels, restaurants, guesthouses, nursing homes, petrol pumps.	30 days
f)	Non Residential (general) i.e. other than (e)	25 days
g)	Water works & street lights	30 days
h)	Other categories	30 days

H is use of supply hours per day, which will be taken for different categories of use as below:

a)	Single shift industry (day/night only)	08 hrs
b)	Non-continuous process industry (day & night)	20 hrs
c)	Continuous process industry	24 hrs
d)	i) Non-Residential (general) including restaurants. ii) Hotels, hospitals, nursing homes, guesthouses, petrol pumps.	12 hrs 20 hrs
e)	Domestic	08 hrs
f)	Agriculture	06 hrs
G)	Water works	08 hrs
h)	Street light	12 hrs
i)	Other categories	12 hrs

F is demand factor, which will be taken for different categories of use as below:

a)	i) Industrial (General) ii) Power Intensive, Arc Furnace	60% 75%
b)	Non-Residential	40%
c)	Domestic	30%
d)	Agriculture	100%
e)	Direct theft	100%
f)	Other categories	100%