

TERC – Electricity Supply Code Regulation-2011

4. PROCEDURE FOR RELEASE OF NEW CONNECTION AND MODIFICATION IN EXISTING CONNECTION

Licensee's obligation to supply

- 4.1 The licensee shall, on an application by the owner or occupier of any premises located in his area of supply, give supply of electricity to such premises within the time specified in this code, provided
- (1) the supply of power is technically feasible;
 - (2) the applicant has observed the procedure specified in this Code; and
 - (3) the applicant agrees to bear the cost of supply and services as specified in the Code.
- 4.2 The system of supply and voltage shall depend on the category of the consumer and the load as per details given in clauses 3.1 and 3.2 of this Code, subject to clause 3.5 of this Code.

Licensee's obligation to extend the distribution system and consumer's share in the cost

- 4.3 The licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply.
- 4.4 The licensee shall meet the cost for strengthening / up-gradation of the system to meet the demand of the existing consumers through its annual revenues or funds arranged by the licensee and this cost shall be recovered from the consumers through tariff. A part of such expenses shall be met by system strengthening/ capacity building charges if any.
- 4.5 The cost of extension and up-gradation of the system for meeting demand of new consumers shall be recovered from the new consumers through system loading charges as approved by the Commission. The cost of extension of distribution mains and extension / up-gradation of the system up to the point of supply for meeting demand of new consumers shall be payable by the consumer or any collective body of the consumers or otherwise as may be directed by the Commission as per the provisions of Section 46 of the Act.
- 4.6 In case of new connection, the consumer shall bear Service Connection Charges, i.e. the cost of extension of service connection from the distribution mains to the point of supply, and shall pay the security deposit (except in case of prepaid meters) as detailed in Annexure 11.18 to this Code.

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Conditions for Grant of Connection

- 4.7 The licensee shall prominently display on its website and wherever feasible, in its offices, the updated status of applications for new connections in that area/circle, detailed procedure for grant of new connection and the complete list of documents required to be furnished along with such applications. Normally no document, which has not been so listed, will be required for processing application forms for new connection. Security amount and cost of service line to be deposited by applicant in accordance with Annexure 11.18 to this Code shall also be prominently displayed.
- 4.8 Connection to unauthorized colonies/areas shall not be granted in case of a restraining/prohibition order by the government or competent authority.

Purchase of existing property

- 4.9 Where the applicant has purchased an existing property whose electricity connection has been disconnected, it shall be the applicant's duty to verify that the previous owner has paid all dues to the licensee and obtained a "no-dues certificate" from him. In case such "no-dues certificate" has not been obtained by the previous owner before change in ownership of property, the new owner may approach the licensee for such a certificate. The licensee shall acknowledge receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, or issue a "no-dues certificate" within 1 month from date of receipt of such application.
- 4.10 In case the licensee does not intimate the outstanding dues or issue a "no-dues certificate" within this time, new connection to the premises shall not be denied on grounds of outstanding dues of the previous consumer. In such an event, the licensee shall have to recover his dues from previous consumer as per provisions of law.

Sub-divided property

- 4.11 Where a property has been legitimately sub-divided, outstanding dues for consumption of energy on such undivided property, if any, shall be divided on pro-rata basis based on area of such sub-divided property. A new connection to any portion of such sub-divided premises shall be given only after the share of outstanding dues attributed to such legitimately sub-divided premises is duly paid by the applicant. A licensee shall not refuse connection to an applicant only on the ground that dues on the other portion(s) of such premises have not been paid, nor shall the licensee demand record of last paid bills of other portion(s) from such applicants.

Reconstruction of existing property

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- 4.12 In case of demolition and reconstruction of the entire premises or building, the existing consumer installation shall be surrendered, meter and service line shall be removed and the agreement shall be terminated. The security deposit of the consumer shall be duly returned by the licensee in accordance with clause 4.118 of this Code. A new connection shall be taken for the reconstructed building after clearing all dues on the old premises. Temporary power supply from existing connection shall not be allowed for construction purpose in such cases.

**Procedure for providing New Electricity Service Connection
Application Form**

- 4.13 The applicant shall apply for release of new connection in the following format as given in the Annexure to this Code:
- (1) Application form for release of new connection (Low Tension) – Annexure 11.1
 - (2) Application form for release of new connection (High Tension/ Extra High Tension) – Annexure 11.2
 - (3) Format for declaration/undertaking to be signed at the time of receiving electricity supply- Annexure 11.3
- 4.14 Application forms shall be available at the local office of the licensee @cost Rs.2/= only. The licensee shall also put up all application forms on its website for free download. Legible photocopies of a blank form may be made by the consumer which shall be accepted by the licensee. The licensee shall clearly display on its website the address and telephone numbers of offices where filled-up application form can be submitted. The licensee shall also display in each office the address and telephone numbers of offices in the respective area of supply where filled-up application form pertaining to that particular area can be submitted. Any assistance or information required in filling up the form shall be provided to applicants at the local office of the licensee.
- 4.15 The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, call centres, etc. which minimise the applicant's interface with the utility during the process.
- 4.16 Application forms for new connection must be accompanied with a photograph of the applicant, identity proof of the applicant, proof of applicant's ownership or legal occupancy over the premises for which new connection is being sought, proof of applicant's current address, and in specific cases, certain other documents as detailed in clauses 4.18 - 4.23 of this Code.
- 4.17 Registration-cum-processing fees of Rs. 10,000/- for HT and Rs. 50,000/- for EHT shall be levied while applying for new connection. These charges shall be adjusted by the licensee while issuing the demand note. However if the Applicant disagree to take connection after completion of all process for making the estimate by the Licensee, then processing charge @2% on the submitted Registration-cum-processing fees shall be deducted.

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4.18 Any of the following documents shall be considered as acceptable proof of identity:

- (1) If the applicant is an individual:
 - (i) Electoral identity card;
 - (ii) Passport;
 - (iii) Driving license;
 - (iv) Ration card;
 - (v) Photo identity card issued by Government agency;
 - (vi) PAN card;
 - (vii) Photo Certificate from village Pradhan or any village level Government functionary like Patwari/ Lekhpal/ village level worker/ village chowkidar/ Primary school teacher/ in-charge of primary health centre etc.
- (2) If the applicant is a company, trust, educational institution, government department etc, the application form shall be signed by a competent authority (e.g. Branch Manager, Principal, Executive Engineer, etc) along with a relevant resolution/ authority letter of the institution concerned.

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

- (1) Copy of sale deed or lease deed or in the case of agricultural connections a copy of khasra / khatauni / khata nakal
- (2) Registered General Power of Attorney;
- (3) Municipal tax receipt or Demand notice or any other related document;
- (4) Letter of allotment.
- (5) An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at (1) to (4) above, also furnish a No Objection Certificate from owner of the premises.

4.20 Any of the following documents shall be considered as acceptable proof of current address for communication:

- (1) Electoral identity card;

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- (2) Passport;
 - (3) Driving license;
 - (4) Ration card;
 - (5) Photo identity card issued by any Government agency;
 - (6) Statement of running Bank Account;
 - (7) Most recent Water / Telephone / Electricity / Gas connection Bill;
 - (8) Income Tax assessment order
- 4.21 In case of a partnership firm – The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement;
- 4.22 In case of Public and/or Private limited Company – The applicant shall furnish the Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the requisition form and agreement;
- 4.23 Other documents applicable only for select consumer categories:
- (1) Industrial consumers: Valid Industrial License, if applicable;
 - (2) Agricultural consumers: No Objection Certificate from competent government authority for tube wells, if required;
 - (3) Non-Domestic Khokhas and Temporary Structure: No Objection Certificate for khokha or temporary structure from the nagar nigam / nagar palika / nagar panchayat / gram sabha / gram panchayat / land development authority / land owning agency.

Processing Application Forms

- 4.24 For all application forms pertaining to release of supply to new connections, the licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the licensee shall acknowledge its receipt on the spot.
- 4.25 The licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. Separate registers/databases for different category of consumers may be maintained. The licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form.

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- 4.26 The licensee shall deal with application forms in each tariff category on the broad principle of “first come, first served” basis as per serial priority in the Application Register/Database. The licensee shall maintain a waiting list of applicants seeking new connections, area-wise information about new connections released, and updated status of the waiting list shall be displayed on the licensee’s website or the Notice Board/Blackboard kept at the local office of the licensee, to be updated daily.
- 4.27 An **application form** shall be deemed to be received on the date of receipt of consumer’s requisition of supply in the prescribed format of the application form, complete in all respects and attached with all relevant documents.
- 4.28 An **application** shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with Annexure 11.18 of this Code, after receipt of the application form.
- 4.29 The licensee shall, at the time of receipt of application form, stipulate a date for inspection of applicant’s premises in mutual consultation with the applicant, under written acknowledgment. The date of inspection must be scheduled within 5 working days in Class-I cities and urban areas and 7 working days in rural areas from the date of receipt of application form. If the applicant wishes, he can get the inspection scheduled on a non-working day for the licensee (i.e. Sunday, gazetted holidays etc.) on payment of inspection fee of Rs. 500.
- 4.30 If inspection is required to be carried out, the licensee shall inspect and test the applicant’s consumer installation as required of him under regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 in the presence of the applicant and his Licensed Electrical Contractor or his authorized representative. The licensee shall maintain a record of test results in the format given in Annexure 11.9 as required of him under regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010. If on inspection, the licensee finds any defect (e.g. consumer’s installation not completed, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.), he shall intimate the same to the applicant on the spot under proper receipt in the format given in Annexure 11.9.
- 4.31 During the inspection, the licensee shall:
- (1) Fix the point of supply and the place where the meter and the MCB etc. shall be installed, in consultation with the consumer:

Provided that the service line shall be laid at an accessible location and the meter shall be fixed outside or at the entry point of the premises in such a manner that it is protected from elements like rain etc. and is easily accessible without getting the premises unlocked or opened for this purpose;

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- (2) Record the correct full address of the premises, if not provided in the application form, and note down landmarks near the property and the pole number from where service connection is proposed to be given; and
 - (3) Verify all other particulars mentioned in the application form, as required.
- 4.32 If on inspection the licensee finds any defect (e.g. consumer's installation not completed, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.), the licensee shall intimate the defects to the applicant on the spot under proper receipt in the format given at Annexure 11.9.
- 4.33 The applicant shall get all defects removed within 10 working days from receipt of intimation of defects as specified in clause 4.32 of this Code and inform the licensee in writing under acknowledgement. In case the applicant fails to remove such defects or fails to inform the licensee about removal of defects, the application form shall stand lapsed and the applicant will have to apply afresh. The licensee may grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same, within 10 working days from receipt of intimation of defects.
- 4.34 On receipt of information from the applicant about removal of defects, the licensee shall on the spot stipulate a date for re-inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The date of re-inspection must be scheduled within 5 working days in Class-I cities and urban areas and 7 working days in rural areas from the date of receipt of such information on nonrefundable payment of Rs100/= per re-inspection.
- 4.35 If on re-inspection the defects pointed out earlier are found to persist, the licensee shall again record the same in the format given in Annexure 11.9 to this Code and hand over a copy of the same to the applicant or his authorised representative available on site. The application form shall then stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement:

Provided that if the applicant feels aggrieved by the licensee's action or omission, the applicant may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance:

Provided further that in case the licensee does not carry out site inspection/re-inspection within 3 working days in Class-I cities and urban areas and 5 working days in rural areas from the date of receipt of application form or information about removal of site defects, the load applied for shall be deemed to have been sanctioned and the licensee shall not deny grant/modification of connection on these grounds.

- 4.36 If on inspection there are no defects found, or on re-inspection the defects noticed earlier are found to have been removed, the licensee shall sanction the load determined in accordance with Annexure 11.8 to this Code or the load applied for, whichever is higher, and issue a demand note in writing, under acknowledgment, within the timeline specified below:

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Table 1 Timeline for issue of demand note

Particulars	No. of working days from receipt of application form		
	Class-I Cities	Urban Areas	Rural Areas
Extension of distribution mains not required	Within 7 working days	Within 7 working days	Within 10 working days
Extension of distribution mains / system required			
In case of LT service connections	Within 7 working days	Within 7 working days	Within 10 working days
In case of HT service connections	Within 15 working days	Within 15 working days	Within 20 working days
In case of EHT service connections	Within 30 working days	Within 30 working days	Within 30 working days

Provided that the time taken by applicant in getting removed the defects/deficiencies found at the applicant's premises shall not be included in the timeline specified above:

Provided further that wherever the Transmission licensee's involvement is required in the process for time and cost estimation, the time taken by the Transmission licensee shall not be included in the timeline specified above.

4.37 The demand note shall contain details on the following:

- (1) Details of the works (including service line) to be undertaken for providing electricity supply;
- (2) Charges for the above mentioned works to be paid by the applicant in accordance with the Estimate prepared by the Licensee on the basis of their approved Schedule rate /Store issue rate/Present market rate.

Provided that if the applicant wishes to carry out the works himself, he shall be permitted to do so under supervision by the licensee's official. Adhering to the estimate and layout approved by the licensee, the applicant can get the work of drawing of service line from the licensee's distribution mains up to his premises through a 'C' or higher-class Licensed Electrical Contractor (LEC), and the work of extension of HT/EHT line, Distribution or HT substation and LT line only through an 'A' class LEC. In such case the consumer himself shall procure the materials. The material should conform to relevant BIS specifications or its equivalent and should bear the ISI mark wherever applicable. The licensee may ask for documentary evidence to verify the quality of materials used:

Provided further that if the applicant chooses to get the extension work done on his/her own, he shall bear only supervision charges as per approved rate of Licensee.

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Provided further that if the applicant chooses to get the extension work done on his own, he shall get the work done within the timeframe specified in clause 4.41 of this Code, failing which the licensee may, on giving 15 days’ notice, treat the application form for supply as cancelled.

- (3) Amount of security deposit as specified in Annexure 11.18 to this Code.
- 4.38 The applicant shall make the payment within 15 days of receipt of demand note, failing which the application form shall stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement. The licensee’s obligation to energize the connection shall arise only after receipt of full payment. The licensee may grant additional time to the applicant for payment of charges in case the applicant submits a written request for the same, within the 15-day payment period.
- 4.39 Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.
- 4.40 If the licensee is of the opinion that provision of supply requires installation of a distribution transformer within the applicant’s premises, the applicant shall make available to the licensee a suitable room or portion of land within his premises for the period of supply for installation of the distribution transformer.
- 4.41 The overall timeline for releasing new electricity connection, from the date of receipt of **application**, shall be as under:

Table 2 Timeline for releasing new electricity connection (energisation)

Activity	Class-I Cities	Urban Areas	Rural Areas
New connection/ additional load where supply can be provided from existing network	30 days	30 days	30 days
New connection/ additional load where supply can be provided after extension/augmentation of network	LT 30 days HT 90 days EHT 180 days	LT 30 days HT 90 days EHT 180 days	LT 30 days HT 90 days EHT 180 days
Erection of substation to extend supply	On case to case basis as per the approval of Commission	On case to case basis as per the approval of Commission	On case to case basis as per the approval of Commission

Provided that the licensee may approach the Commission for extension of time specified above, in specific cases where extension of Distribution mains requires more time, along with details. In such cases, the licensee shall inform the consumer about the likely time of completion of works.

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- 4.42 Where extension of supply requires erection and commissioning of new substation, the licensee shall submit to the Commission within 15 days of site inspection, a proposal for erection of such substation along with the time required for erection and commissioning of the same, and get the Commission's approval. The licensee shall commence electricity supply to the applicant within the time period approved by the Commission:

Provided that where such substation is covered in the investment plan approved by the Commission, the licensee shall not be required to take any further approval from the Commission and shall complete erection of such substation within the time period specified in such investment plan:

Provided further that in cases where the substation is meant to extend supply to an individual consumer, the licensee shall commence erection of the substation only after receipt of necessary payment against demand note from the applicant.

- 4.43 The licensee shall not be held responsible for delay, if any, in extending supply if the same is on account of problems relating to right of way, acquisition of land, or delay in consumer's obligation over which licensee has no reasonable control.

- 4.44 In case the applicant had opted to get the extension work done himself, after receiving written information from the applicant regarding completion of works, the licensee shall on the spot acknowledge the information and stipulate a date for testing the consumer installation through mutual consultation, under written acknowledgment. The date of testing must be scheduled within 5 working days in Class-I cities and Urban Areas and 7 working days in Rural Areas from the date of receipt of such information:

Provided that if the electric installation exceeds 650 Volts, it will require to be inspected by the Electrical Inspector before commencement of supply.

- 4.45 The applicant or his authorised representative shall be present during testing along with the Licensed Electrical Contractor or his authorised representative who had undertaken the installation. If the consumer installation is found satisfactory the licensee shall arrange to install the meter & accessories and seal the meter, meter box, and accessories in the presence of the consumer and provide electricity supply within 2 working days of the date of testing.

- 4.46 If the licensee is not satisfied, applicant shall be intimated on the spot in writing, under acknowledgment, of the faults/shortcoming in the consumer installation. The applicant, after rectification of the defects, will intimate the licensee in writing after which the licensee shall again follow the procedure as laid down in clause 4.44 of this Code.

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- 4.47 After re-testing of the consumer installation and payment of prescribed fee (no fee shall be charged by the licensee for the first test but subsequent tests due to faults/shortcomings found in the initial test shall be charged), if the consumer installation is found satisfactory by the licensee, the licensee shall provide electricity supply after fixing the meter & accessories and sealing the same in the presence of the applicant within 2 working days of such re-testing.