

# **TERMS AND CONDITIONS FOR SUPPLY OF ELECTRICITY-2004**

**Second Edition  
Amended up to 31st December, 2012**



## **JODHPUR DISCOM**

**JODHPUR VIDYUT VITRAN NIGAM LIMITED**

Regd. Office : New Power House, Jodhpur-342 003

## **PREAMBLE**

The Rajasthan Electricity Regulatory Commission has issued Electricity Supply Code & Connected Matters Regulations, 2004 on dated 09th June, 2004. The said Regulation has been amended on dated 04-01-2005, 15-02-2006, 20-06-2006, 02-09-2006, 22-01-2007, 02-03-2007, 15-10-2007 & 19-02-2010.

In compliance with the directives issued by Commission at Clause 44 of the Regulation and after incorporating the amendments issued by Commission from time to time, the Jodhpur Discom hereby publish "Terms & Conditions for Supply of Electricity-2004 (Amended upto 31st December, 2012)" containing detailed information for the benefit of the consumers & person applying for supply of electricity.

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## **JODHPUR VIDYUT VITRAN NIGAM LIMITED**

In pursuance of the Rajasthan Electricity Regulatory Commission (Electricity Supply Code and connected matters) Regulations-2004 issued by Rajasthan Electricity Regulatory Commission in exercise of power conferred by Sections-43 to 48, 50, 55 and 56 of the Electricity Act-2003 (No.36 of 2003) and with the approval of the Rajasthan Electricity Regulatory Commission, Jodhpur Vidyut Vitran Nigam Limited, Jodhpur, hereby lays down the terms and conditions for Supply electricity to Consumers for its area of supply.

These terms and conditions supersede the "General Conditions of Supply & Scale of Miscellaneous Charges Relating to the Supply of Electricity" prescribed by the erstwhile Rajasthan State Electricity Board and issued vide notification No. A&F/ F.14 (397) 63 Dt. 24th June 1964 and amendments thereof.

### **General**

#### **1. Short title and commencement**

(1) This document consists of three parts, namely,

Part -I : Terms and conditions for supply of electricity.

Part -II : Scale of Miscellaneous Charges and

Part-III: Special provisions for Agriculture consumers.

And shall be called.

#### **'Terms and Conditions for Supply of Electricity- 2004'**

(2) This has come into force with effect from 13th August 2004 and as amended from time to time.

#### **2. Definitions**

In this code unless the context otherwise requires;

(1) "**Act**" shall mean the "Electricity Act, 2003",

(A) "**Empowered Officer**" means the officer authorized by the State Government under section 152 of the Act, to determine and accept an amount as compounding charges form a consumer or a person.

(B) "**Assessing Officer**" means an officer so designated by the State Government under section 126 of the Act.

(C) "**Appellate Authority**" means an officer so designated by the State Government under section 127 of the Act.

- (D) **“Authorized Officer”** means an officer so designated by the State Government under section 135 of the Act.
- (2) **“ Application”** shall mean application cum agreement for electric connection as per **Form (Annex-4)**, complete in all respects furnished in concerned sub-divisional office along with application fee and amount as per item **1 and 2(A) of part II.**
- (3) **“Commission”** shall mean the Rajasthan Electricity Regulatory Commission.
- (4) **“Connected load”** shall mean the sum of rated capacities of all the energy consuming devices on the consumer's premises, which can be operated simultaneously. For the purpose of levy of any charges under this document or Tariff as also for deciding the supply voltage, the connected load in case of an LT consumer, shall be determined as prescribed in application itself **(Annex 1).**
- (5) **“Contract Demand”** shall mean the demand in KVA applied for by the applicant and agreed by the Nigam.
- (6) **"Installation"** shall mean the whole of the electric wires, fittings, motors and apparatus erected and wired by or on behalf of the consumer, on his premises.
- (7) **"L-Form"** shall mean a certificate issued by an Electrical Contractor, licensed by the Electrical Inspector, certifying that the electrical equipment & wiring installed at the premises is in accordance with the provisions of the Indian Electricity Rules-1956 or such other certificate as may be required under the regulations framed by the Authority under Section 53 of the Act.
- (8) **“Nigam”** shall mean the "Jodhpur Vidyut Vitran Nigam Ltd., Jodhpur" or its representative.
- (9) **"Maximum Demand"** or "Demand" shall mean the average kVA delivered at the point of supply of a consumer during any consecutive period of 30 minutes or 15 minutes of maximum use during the month, as may be specified by the Nigam, with the approval of Commission.
- (10) **“Power Factor”** shall mean the monthly average power factor determined as the ratio of total Watt Hours to corresponding Volt Ampere Hours.
- (11) **"Rules "** shall mean the "Indian Electricity Rules, 1956 till

any regulations are framed under provisions of Section 53 of the Act and thereafter such regulations.

- (12) Words or expressions occurring in this document and not defined herein shall have the same meaning as assigned to them under RERC(Metering) Regulations, 2007 & the Electricity Act-03 in that order.

## **Part-I**

### **Terms and Conditions for Supply of Electricity**

#### **1. System of supply**

- (1) The declared voltage of alternating current (AC) supplied by the Nigam is as follows:
- a) Low Tension (LT) Supply
    - i) Single Phase 230 Volts between each phase and neutral.
    - ii) Three Phase 400 Volts between phases.
  - b) High Tension (HT) supply
    - i) Three Phase 11,000 Volts (11 kV) between phases.
    - ii) Three Phase 33,000 Volts (33 kV) between phases.
  - c) Extra High Tension (EHT) supply
    - i) Three Phase 1,32,000 Volts (132 kV) between phases.
    - ii) Three Phase 2,20,000 Volts (220 kV) between phases.
- (2) The frequency of supply shall be 50 Hertz.
- (3) The voltage and frequency shall have permissible variations as per the Rules.

#### **2. Category of consumer and character of service**

The character of service for various categories of consumers shall be as under

<u>Category of Consumer</u>	<u>Character of Service</u>	
a) Domestic	i) Connected Load up to 5 kW	i) LT Single phase or three phase at the option of the consumer
	ii) Connected Load above 5 kW	ii) LT Three phase
	iii) Contract/actual demand more than 50 KVA.	iii) HT 11kV or 33 kV whichever is feasible
b) Non-Domestic	i) Connected Load up to 5 kW	i) LT Single phase or three phase at the option of the consumer
	ii) Connected Load above 5 kW	ii) LT Three phase
	iii) Contract/ actual demand more than 50 kVA	iii) HT 11kV or 33 kV whichever is feasible
c) Public Street Lighting	All services	LT Single phase or three phase
d) Agriculture	All services	LT Three phase
e) Small Industrial	i) Connected Load up to 5 kW (6.7 HP)	i) LT Single phase or three phase at the option of the consumer
	ii) Connected Load above 5 kW (6.7 HP) but up to 18.65 kW (25 HP)	ii) LT Three phase

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f) Medium Industrial	i) Connected Load above 18.65 kW (25 HP) and up to 112 kW (150 HP) but contract/ actual demand remains up to 50 kVA	i) LT Three phase
	ii) Connected Load above 18.65 kW (25 HP) and up to 112 kW (150 HP) but contract/ actual demand is above 50 kVA and up to 125 kVA	ii) HT 11 kV
	i) Connected Load above 112 kW (150 HP) and/or contract/ actual demand above 125 kVA but up to 1500 kVA	i) HT 11kV
g) Large Industrial (except Railway Traction)	ii) Contract/ actual demand is above 1500 kVA but up to 5000 kVA	ii) HT 33 kV
	iii) Contract/ actual demand above 5000 kVA	i) EHT 132 kV or 220 kV
	i) Connected Load up to 5 kW	i) LT Single phase or three phase at the option of the consumer
h) Mixed Load	ii) Connected Load above 5 kW but contract/ actual demand remains up to 50 kVA	ii) LT Three phase
	iii) Connected Load above 5 kW and contract/ actual demand is more than 50 kVA but up to 1500 kVA	i) HT 11kV
	iv) Contract/ actual demand above 1500 kVA but up to 5000 kVA	ii) HT 33 kV
i) Railway Traction	v) Contract/ actual demand above 5000 kVA	iii) EHT 132 kV or 220 kV
	Contract/ actual demand above 5000 kVA	Phase to phase supply at the voltage specified for large industrial consumer

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**Note: (i)** If any existing connection is at variance from table above it shall be changed at consumer's request. However, if a consumer availing LT supply but falling in the category of HT supply or an HT consumer but falling in EHT category, does not tender request, the Nigam may change the character of service wherever feasible after serving a notice of not less than 60 days to the consumer to provide transformer sub-station and allied accessories for taking supply at prescribed voltage, at his cost, failing which the Nigam itself may install transformer at the premises of the consumer and charge the transformer rent as per item4(2) of Part-II.

**(ii)** In case of premises to which supply of electricity is sought on LT and a transformer is to be provided and if space on public land for providing transformer is not available, space has to be provided in the premises by the consumer.

**(iii)** The consumer, under Large Industrial Service, having connected load above 150 HP (112 KW), may keep his contract demand, even below 125 KVA. Similarly, other categories of consumers having HT supply, may keep their contract demand even below 50 KVA.

**(iv)** The Nigam may allow supply to a consumer at a voltage level one stage higher or lower in exceptional circumstances.

### 3. Point of supply

Unless otherwise mutually agreed to, between the consumer and the Nigam, the point of supply shall be at outgoing terminals of the

- a) Meter in case of an LT consumer, and
- b) Switchgear that may be installed in consumer's premises, irrespective of point of metering; in case of an HT or EHT consumer.

### 4. Application for supply

- (1) An owner or an occupier of any premises requiring supply of electricity may apply for supplying electricity to such premises to concerned sub-divisional office. The application shall be in a form based on the modal form as at **Annexure-4**. However the form shall also be applicable for other miscellaneous activities viz. load extension/reduction, transfer/shifting of connections etc.
- (2) The application for a new regular or temporary connection shall be in **Annex.-4**.

- (3) The applicant shall deposit along with his application an application fee and where he requires the Nigam to provide electric line and electric plant, he shall also deposit expenses as per **item2 of Part II** for providing such electrical line or electrical plant to be used by the Nigam for giving such supply. Where the applicant himself provides electric line and plant, he shall deposit only 15% of such expenses as supervision charges with his application towards electric line and electric plant.

- (4) The applicant shall also deposit the amount of security as specified in Part-II along with his application

- (a) In respect of electricity supplied,

- (b) In respect of electric meter, when provided by the Nigam, enters into an agreement for safe custody & rent thereof;

the LT applicant will deposit the specified security amount with the application while the HT applicant will deposit the security amount with the demand notice without affecting the priority for releasing the connection.

- (5) The application shall also be accompanied by a certificate in Form L, prescribed by Electrical Inspector regarding applicant's installation. In case the applicant for agriculture connection or for HT connection, furnishes L-form separately after the application, the priority for release of the connection shall not be affected and the applicant will get a receipt from the Nigam on the photo/ zerox copy.

- (6) Where for supplying electricity to a premises, another person's premises have to be used for providing service line or the service line has to cross over or lay underground in another person's premises, the applicant shall attach the consent of such person along with his application.

- (7) The application form shall be supplied free of cost by the Nigam or can be down loaded from the website of the Nigam.

- (8) The application shall be made on a non-judicial stamp paper, of value as prescribed by the Government of Rajasthan (presently Rs. 10/-). In case the application is not made on a stamp paper, a stamp paper duly endorsed as under and signed, shall be attached with the application form:



'This stamp paper is attached with the application form for an electric connection in the \_\_\_\_\_ category, in the name of

Shri/Smt./ M/S \_\_\_\_\_

s/o / D/o / w/o / Shri \_\_\_\_\_

resident of \_\_\_\_\_ towards payment of stamp duty.'

- (9) The applicant shall sign each page of application.
- (10) The Nigam will provide the receipt of the application/L-Form received from the applicant. In case of deficiency or incomplete application, the Nigam, within seven days of the receipt of application, shall inform the applicant of the deficiencies, including non attachment of L-Form. If the deficiency is not removed by the applicant within 30 days from the date of receipt of such intimation by the applicant, the application will stand cancelled and the application fee forfeited. However, the refundable amount shall be refunded within 30 days, beyond which interest thereon shall be paid by the Nigam at prevailing Bank rate.
- (11) An application for the single point supply can also be made, under sub-clause (1) above, by
- (a) a registered Cooperative Group Housing Society (Housing Society), which owns the premises, for making electricity available to the members of such Society residing in the same premises.
- Provided, it shall not in any way affect the right of a person residing in the housing unit, sold or leased by such Housing Society, to demand electricity supply directly from the licensee of the area.
- (b) a Person (Employer) for making electricity available to his employees residing in the same premises.
- (12) The terms and conditions for a single point supply under sub-clause (11) above shall be as under:
- (i) The Housing Society/Employer shall not charge for electricity supply to the society members/ employees, more than the charges as specified in Part-II
- (ii) The Housing Society/Employer shall not charge more than the electricity tariff determined by the Commission for residential consumers located in the supply area of the Nigam, where such Housing Society/premises is located.

- (iii) The members/ employees of a housing society /Employer will have the rights and obligations of an 'applicant' under these terms and conditions. Simultaneously, such Housing Society/Employer will also have the rights and obligations of a 'licensee' under these terms & conditions for supply of electricity to its members/ employees.
- (iv) The Housing Society/Employer shall apply for the entire connected load / contract demand of the colony and its additions from time to time.
- (v) All individual connections shall be metered.
- (vi) Electricity supply by the Nigam to the Housing Society /Employer shall be governed by the terms & conditions for the supply of electricity prescribed by the Nigam for the consumers, based on electricity supply code & connected matters Regulations issued by the Commission.
- (vii) The distribution system of the Housing Society/ Employer along with the electrical installations of individuals shall conform to the safety requirements of the Act, and all rules and codes made thereunder. The electrical installation shall be wired as provided in the Rules/regulations and shall be tested before connection through single point supply.
- (viii) The Housing Society/Employer will publish the detailed terms & conditions for the supply of electricity to its members/ employees with prior approval. The terms and conditions as may be framed by the Housing Society/Employer shall not be inconsistent with these terms & conditions and should not be less beneficial to the members.

##### **5. Withdrawal of application:**

- (1) If a person, after applying for supply of electricity withdraws his application or refuses to take supply, the amount of application fee shall be forfeited but the amount of security shall be refunded whereas the amount deposited, if any, by the applicant towards the line and plant cost shall also be refunded as under :
- i. In case the execution of work has not commenced by the Nigam by that time Full amount
- ii. Otherwise 50% amount

Such refund shall be paid by the Nigam within 30 days of receipt of withdrawal/refusal letter by the Nigam and beyond which interest at bank rate shall be payable.

- (2) If a person fails to deposit additional sum required for extension of distribution mains within the time allowed by the Nigam, the Nigam may treat his application as withdrawn after giving him thirty days notice.

**6. Service of notice**

- (1) Any notice by the Nigam to the consumer shall be deemed to be duly given, if served in writing, addressed to the consumer delivered by hand or pasted at his premises or sent by registered post, to the address specified in the consumer's application or as subsequently notified to the Nigam.
- (2) Any notice by the consumer to the Nigam shall be deemed to be duly given if served in writing addressed to the Nigam, and delivered by hand at or sent by registered post, to the concerned sub divisional office of the Nigam.

**7. (A) Building complexes**

- 1) In case of Building Complex/Large Building, if the maximum demand calculated on the basis of covered area as per calculation given below is more than 50 KVA then the owner/builder/ developer/ group of consumers is required to install transformer and its associated equipments within the Building Complex/ Large Building of appropriate capacity :-

S. No	Type of Building Complex/Large Building	Connected load per 1000 sq ft of covered area #	Designed Maximum Demand
1	Domestic	8 kW	50% of total connected Load
2	Non-Domestic	10 kW	50% of total connected Load

#Covered area on all floors of such Building Complex/Large Building as per approved plan or actually constructed, whichever is more.

- 2) The owner/builder/developer/group of consumers is required to carry out the following works :-
- (i) Laying of HT cable from terminating pole near the Building Complex/Large Building to the transformer.
  - (ii) Installation of transformer sub-station within the premises.
  - (iii) Laying of LT cable upto the bus bar/metering cubical and all associated works.
  - (iv) The Nigam shall recover supervision charges as per applicable rate. However, if owner/builder/ developer/ group of consumers is unable to undertake the work at his own, he may request the Nigam for getting work executed on his behalf on payment basis.
- 3) The Laying of overhead HT line from the nearest existing mains to the Building Complex/Large Building shall be undertaken as a deposit work by Nigam at consumer's cost.
- 4) The capacity of HT cable/overhead line, distribution transformer & the LT cable connecting the transformer to the meter cubical etc. shall be designed for 30% higher demand than the designed maximum demand.

**NOTE:**

- i. For the purpose of arriving at the voltage of supply to Building Complex/Large Buildings, the designed maximum demand shall be considered.
  - ii. Above provisions are not applicable for electrification of colonies.
- 5) If the designed maximum demand of the Building Complex/Large Building as calculated above, is below 50 KVA, then the connections to individual owner/occupant shall be released through Nigam's transformer as is released to other normal consumers. In that case the owner/builder/ developer/group of consumer shall provide at their own cost cubical with panel for fixing meters on the ground floor of the Building Complex/Large Building & shall pay supervision charges towards this work.
- 6) The maintenance of Infrastructure provided for electrification by the owner / builder / developer / group of consumer shall be done by themselves. However, maintenance of overhead and underground line up to the terminating point shall be done by the Nigam.

7) In case more than one consumer in a Building Complex require HT connections, instead of providing individual transformers, they may, in their own interest, provide jointly, complete infrastructure for electrification from HT supply point up to metering point of individual consumers by installing only one transformer of appropriate capacity not less than arithmetic sum of their contract demands. However, for billing and other purposes, the consumers shall be treated individually.

8) In case there is no space available in the old Building Complex/Large Building built prior to 31.12.1996, having at least one connection, Nigam may allow to install the transformer outside or himself provide and may charge estimated cost plus 50% of the estimated cost of transformer sub-station & Double Pole Structure as onetime payment towards maintenance of the transformer installation and sub-station by the Nigam. However, in cases where the space for installation of transformer is neither available within the Building Complex/Large Building nor outside the premises and augmentation of transformer is required, then the Nigam may charge estimated cost plus 50% of cost of additional transformer capacity required for catering the demand/load of the Building Complex/Large Building, as onetime payment towards its installation and maintenance.

**(B) Electrification of areas developed by Local Bodies, Railways, Defense, Private Housing Societies/ Developers etc.**

(9) The work of electrification may be permitted to be done by Local Bodies, Railways, Defense, and Private Housing Societies/Developers etc. in the areas/colonies developed by them. The scheme shall be technically cleared by the concerned Superintending Engineer (O&M) of the Nigam prior to commencement of the work. After completion of electrification work, joint inspection shall be carried out and if no deficiency is found as per the norms of the Nigam, connection shall be released within fifteen days of completion. If at the time of joint inspection, the applicant requires the Nigam to maintain the distribution system, it shall be deemed to be handed over to the Nigam.

(10) In case of such areas as mentioned in **sub clause (9)** above, if service line has been provided up to the consumers' installation by the agency which has electrified the area, only 15 %of the expenses for providing electric

line, plant, distribution mains and service line etc. **as per item 2 of part -II** shall be payable to the Nigam towards supervision charges. In case service line is to be provided by the Nigam, only 25% of expenses for providing electric line, plant, distribution mains and service line etc **as per item 2 of part -II** shall be payable to the Nigam.

**(C) Electrification of RIICO Industrial Areas:**

(11) The work of laying of main feeder line(s) i.e.132/33/11 KV lines (s) upto RIICO industrial areas and associated sub-station(s) required for the existing and new industrial areas, if any, for meeting the load requirements will be undertaken by Nigam, out of its own budget. Thereafter, cost of all sub transmission and distribution lines required to be laid inside the industrial area will be borne by RIICO while cost of associated sub-station will be borne by Nigam. The electrification schemes are required to be prepared in consultation with the Superintending Engineer (O&M) of Nigam.

(12) The execution of basic infrastructure development work in new industrial areas would either be carried out by Nigam as deposit work or by RIICO and will be handed-over to Nigam after completion. However, if the execution of above work is taken by RIICO supervision charges @15% of cost of work **as per item 2 of part-II** shall be paid by RIICO to Nigam.

(13) The demand notice would be prepared under two categories. Part (A) would consist the cost of extension of sub transmission/distribution lines required to be laid on public roads up to the premises of the consumer and Part (B) would consist of the cost of service line in side the consumer's premises and security deposit etc. Copy of such demand notice will be sent both to the consumer as well as to the concerned office of RIICO. RIICO will arrange to deposit Part-A portion of the cost of demand note, while the consumer will deposit Part-B portion of the cost of the demand note.

**8. Release of connection**

(A) Supply where no extension of distribution mains is required

(1) Where no extension of distribution mains or commissioning of new sub-stations or augmentation of transformer is involved, the Nigam shall inspect the applicant's installation

and release connection within one month of the receipt of completed application as mentioned in **clause 4**.

**Explanation**

- (i) If LT supply of electricity can be provided to a premises by existing service line or by laying service line up to 50 meters, from an existing overhead line or underground cable where a cable box, junction box, pillar box etc. has been provided, the distribution mains shall be deemed to require no extension.
- (ii) In case of HT supply of electricity to a premises, the distribution system shall be deemed to require augmentation and procedure laid down in **clauses (B) & (C) hereunder** shall be followed.

**(B) Supply where distribution mains require extension**

- (2) After receipt of an application as provided in **clause 4** above, if the Nigam finds that the supply of electricity to premises applied for requires extension of distribution mains, the Nigam shall work out additional expenses, if any, as per **item 2 (b) of Part-II** for such extension and intimate the applicant within one month of the receipt of application, the extension required and additional sum required for providing such extension.
- (3) Where extension of distribution mains is required but no additional sum is required to be deposited, the Nigam shall complete the extension work within fifteen days.
- (4) The Nigam may require the applicant to deposit the additional sum worked out and intimated under **sub clause (2)** within a period of one month or such extended period as the Nigam may allow by issue of notice through Registered post.
- (5) The Nigam shall complete the extension of distribution mains within the time specified below for different voltage levels after deposit of additional sum by the applicant:

(i)	LT Line		15days.
(ii)	11 KV Line	Up to first 5 Km	30days
		Next 5 Km each	15days.
(iii)	33 KV Line	Up to first 5 Km	60days
		Next 5 Km each	30days
(iv)	132 KV Line	Up to first 5 Km	180 days
		Next 5 Km each	45 days

- (6) After completion of the extension work, the Nigam shall inspect the installation and release connection within fifteen days.

Provided that on inspection of installation if any deficiency is found or the fitting is found to be incomplete, a 30 days notice shall be given to the applicant for removing the deficiency. Necessary fee as per **item 6 of part-II** shall be payable for subsequent inspection. Failure to comply with the above, the application may be treated as withdrawn.

- (C) Supply where new sub-station or augmentation of transformer sub- station is required

(a) Supply where new substation is to be commissioned

- (7) In case where supply of electricity to premises applied for requires commissioning of a new sub-station, the Nigam shall take up the work on the new substation as per investment plan approved by the Commission and intimate within two months of receipt of application, the date of commencement of work, to the consumer and complete the work within the time specified below for different sub-stations, from the commencement of work:

(i)	11/0.4 KV S/S	30 days
(ii)	33/11KV S/S	120 days
(iii)	Extension of bay at 33/11KV S/S	30 days
(iv)	132/33/11KV S/S	12 months
(v)	Extension of bay at 132 KV S/S	45 days

(b) Supply where augmentation of transformer sub-station capacity is required

- (8) In case the augmentation in the existing capacity of transformer sub-station is required, the Nigam shall take up the work on the new substation as per investment plan approved by the Commission and intimate within two months of receipt of application, the date of commencement of work, to the consumer and complete the work within the time specified below for different sub-stations, from the commencement of work:

(i)	11/0.4 KV S/S	15 days
(ii)	33/11KV S/S	60 days
(iii)	132/33/11KV S/S	6 months

- (9) After commencement of work of sub-station, the Nigam shall intimate the applicant within fifteen days if any additional sum is to be deposited by the applicant as per **item 2 (B) of Part II** for providing electric line or electric plant to be used by the Nigam for giving such supply.
- (10) The Nigam may require the applicant to deposit the additional sum within a period of one month or such extended period as the Nigam may allow.
- (11) (a) Where no additional sum is to be deposited by the applicant for providing electric line or electric plant, the Nigam shall release connection within fifteen days of commissioning of the sub-station.
- (b) Where additional sum is to be deposited by the applicant for providing electric line or electric plant as intimated in **sub clause (9)**, the Nigam shall complete extension work and inspect consumer's installation and release connection as per **sub-clause (10) and (11)** or within fifteen days of commissioning of the sub-station, whichever is later.
- (D) Supply in localities where no provision for supply exists.
- (12) In case where supply of electricity is sought in a village, hamlet or area wherein no provision for supply of electricity exists, the Nigam shall take up the electrification of such locality as per investment plan approved by the Commission. Once electrification of such locality is completed; supply shall be provided to the applicant in accordance with the provisions of **sub-clauses (A) to (C)** above as may be applicable to him.
- (E) Supply where electric line /plant is provided by applicant
- (13) Where the applicant does not require the Nigam to provide electric line or electric plant but chooses to provide them himself, he shall not be required to pay expenses for such line and plant except the supervision charges @ 15% of the estimate, the Nigam is authorized to recover under the **Part II** for providing such supply. The Nigam shall supervise the work of the applicant and provide guidance in technical matters and matters relating to safety. .
- (14) The Nigam shall provide supply of electricity within fifteen days of intimation given by the applicant regarding completion of work relating to electric line or electric plant, subject to provisions of **sub-clause (A) to (D)**.

- (F) Maintenance of service line
- (15) Notwithstanding that the cost of the service line is paid for by the consumer, the service line including the portion paid for by the consumer shall vest in the Nigam and will be maintained by the Nigam at its cost except underground service lines from the cable box, junction box or pillar box to the point of metering which are required to be provided and maintained by consumers themselves. The Nigam shall have a right to utilise the aforesaid service line and sub-station in the consumers premises, place apparatus other than those required to control the supply to the consumer and to lay overhead and underground feeders in the property of the consumer with a view to connect the same with the apparatus installed in any other consumer's premises provided the supply to the consumer is not adversely affected. The consumer shall provide all necessary facilities for such work. As the service line is the property of the Nigam, it shall not be returned to the consumer after permanent disconnection.
- (G) Extension of lines beyond RIICO Industrial Areas
- (16) The extension of LT line beyond industrial area shall not be made but in case any industrial connection adjacent to industrial area if technically feasible from the existing line the same can be released by cable service line only limited to 30 Meter length.
- (17) In case the proposed industrial/Non-domestic loads are existing in the rural areas outside limit of RIICO's Industrial area the 11 KV line existing in the Industrial Area may be extended, subject to technical feasibility up to the limits of 1 KM from the periphery of the RIICO Industrial area for catering the industrial/Non-domestic loads. Such connection shall be released on 11 KV supply voltage with metering on 11 KV side irrespective of the load of the applicant. Cost of providing supply shall be borne by the consumer as per **Part-II**
- (18) In case the location of the proposed Industrial /Non-domestic load is situated in the rural area requiring 11 KV extension of more than 1 Km. a separate feeder from the 33/11 KV sub station feeding the industrial area shall be laid to cater such loads. Such connection shall be released on 11 KV supply voltage with metering on 11 KV side irrespective of the load of the applicant. Cost of providing supply shall be borne by the consumer as per **Part-II**

**9. Payment of demand notice amount:**

The Applicant/consumer shall have the option to deposit the amount of demand notice served to them as per Clause 8 in cash or through Demand draft/Pay order/Banker's Cheque drawn in favour of sub divisional office payable at a local branch.

**10. Priority in release of connections:**

- (1). The Nigam shall maintain a priority register for each consumer category as per tariff schedule, subdivision /locality category wise, separately for the consumers falling under different sub clauses of clause 8 and release connection to consumers according to their priority on first come first served basis.
- (2). Priority for applications other than new connections shall be maintained separately as per nature of application like change in connected load/ contract demand, change in name, transfer of connection etc.
- (3). Separate priority shall be maintained for Industrial connections requiring installation of new transformer and those not requiring installation of new transformer.
- (4). Separate priority shall be maintained for large Industrial connections requiring supply on 11 KV but the applicant desires voltage of supply higher than 11 KV.

**11. Release of more than one Industrial/Non-domestic connections in the same premises**

- (1) More than one industrial/non-domestic connection in the same premises and in the same name shall not be allowed. Two Connections in a premise can only be allowed if these are physically & electrically separated.
- (2) If an existing consumer under Industrial category applies for a new connection in the same premises in his name, the same shall not be allowed. He shall apply for extension in existing load. However, in case if new connection applied for is in other name, wherein the existing consumer is a director or partner, the connection could only be allowed if the new person/firm has purchased the land/portion of original plot by registered deed as a consequence of formal sale and has made physical & electrical separation from the original land/plot. Fictitious transfers would be ignored.
- (3) If an existing industrial/non-domestic consumer applies for

clubbing of more than one connection existing in his name in the same premises, clubbing of all such connections shall be allowed by the officer competent to sanction the total load after clubbing. The consumer shall be required to complete all formalities and furnish 'L'-form etc. The cost involved in strengthening of the service line, metering equipments etc. whenever necessary, shall be borne by Nigam, but if a transformer is required to be installed as a result of change of supply voltage as per **clause 2**, then the transformer along with HT connecting cables shall be provided and installed by the consumer.

- (4) In cases where more than one industrial/non-domestic connections are existing in the same premises in same or other name and the work is carried out by one concern/proprietor or if there are some common partners in the two firms, a notice of one month shall be issued to the consumer(s) requesting him to get the loads clubbed and getting it changed into one connection in one name. If the consumer(s) fails to comply with the notice, his connection may be disconnected after expiry of notice period.
- (5) If a consumer, required to install a transformer, is unable to install the same, the Nigam, on request of the consumer and on the merit of the case, may provide the transformer and charge rent as per item 4(2) of Part-II. Necessary metering arrangements shall be as per applicable regulations and tariff.
- (6) Where an existing consumer requests for clubbing of connections, the security as already available with the Nigam, in different connections may be adjusted against the newly clubbed account.

**12. Delay on part of applicant to take supply:**

- (1) Where the Nigam has completed the work required for providing supply of electricity to an applicant but the installation of the applicant is not ready to receive supply, the Nigam shall serve a notice on the applicant to take supply within sixty days of service of notice.
- (2) If after serving of notice the applicant fails to take supply of electricity, the Nigam may recover fixed charges determined by the Commission for his category of consumers for completed months after expiry of notice till the applicant takes supply. However, such recovery shall be restricted to a maximum of 12 months.

### 13. Special provisions for Agriculture consumers.

- (1) Notwithstanding anything contrary to it contained in these "Terms & Conditions for Supply of Electricity" to agriculture consumers, application for such supply, their priority for release of connections, increase in connected load, shifting of connections, restoration of supply etc shall be governed by the policy directives issued by the State Government from time to time under section 108 of the Electricity Act, 2003 so far as these are not inconsistent with the provisions of the Act. The Nigam may incorporate the change in Agriculture Policy and update the "Part-III Special provisions for Agriculture Consumers" of the "Terms and Conditions for Supply of Electricity". The Nigam shall publish the up-dated Agriculture Policy at the end of each financial year under intimation to the Commission. However, the Nigam shall not revise the application fee, line cost, rental charges etc. unless so revised by the Commission.
- (2) Based on the policy directive of the State Government and incorporated in the said Regulations by the Commission, **part-III** of these terms and conditions shall apply to Agriculture consumers.
- (3) Provisions of these terms and conditions, which are not covered by **part-III**, shall continue to apply to agriculture consumers.

### 14. Agreement and agreement-period

- (1) An Industrial consumer having connected load above 150 HP (112 kW) or contract demand above 125 KVA, shall be required to execute an agreement with the Nigam as per Annex.-5 on a non judicial stamp paper, of value as prescribed by the Government of Rajasthan (presently Rs. 10/-). Other consumers shall not be required to execute such agreement and the application in form (Annex.-4) itself, shall form the agreement. The date of release of connection shall be the date of commencement of agreement, in both the cases. Minimum period for such agreement will be one year.
- (2) Either party may terminate the agreement for supply of electricity by giving one-month notice to other party. The agreement shall not be terminated before the expiry of initial agreement period of one year including notice period of one month barring exceptions.

- (3) The supply shall be given to owner or occupier of a premises, on production of necessary documentary evidence.
- (4) In the event of no formal agreement having been entered into between the Nigam and the consumer, once the supply of electricity has commenced, the latter shall be bound by the terms and conditions of the agreement required to be executed under **sub-clause (1)** above. The consumer shall not refuse to tender an agreement if so requested by the Nigam at any time after the supply has commenced, notwithstanding that the same was not entered into before. In such an event, also the date of agreement shall be the date of commencement of supply to the consumer.
- (5) Without previous consent of the Nigam, the consumer shall neither, assign, transfer or part with the benefit of his agreement with the Nigam nor shall the consumer in any manner part with or create any partial or separate interest thereunder.
- (6) Where the ownership of premises has changed, a new connection shall be given in the premises only if all arrears and dues in respect of old connection in the premises have been cleared and paid. However, In case of auction of an existing industry by RIICO/ RFC or by official liquidator appointed by Rajasthan High Court or Debt Recovery Tribunal, new connection shall be released as per policy guidelines of State Government & prevailing Law.

### 15. Relaxation in time specified

The time specified in clause 8 for the Nigam for completing certain activities may stand relaxed if the Nigam is prevented to perform his functions by reasons beyond its control like earthquake, flood, cyclone, storms etc. or by any Act of law.

### 16. Security in respect of electricity supplied

#### (A) Provisional security:

- (1) The provisional amount of security for payment to Nigam of monies in respect of electricity to be supplied to a person applying for supply of electricity under **clause 4** shall be as per **item-3 (1) of part-II**

#### (B) Final security

- (2) The provisional amount of security deposited initially shall be reviewed on the basis of average monthly consumption of first

twelve months after commencement of supply based on consumption equivalent to 2 months in general and 1½ or 1 month in case of fortnightly billing, as the case may be and shortfall, if any, from the security furnished under sub clause (1), shall be intimated by the Nigam and deposited by the consumer in cash, demand draft, pay order or banker cheque drawn on local branch of any bank. The normal review of security at the beginning of next financial year however shall be made and shortfall of security if any shall also be deposited by consumer.

- (3) In case of seasonal industries, the amount of security shall be equivalent to two month's average consumption during period of season.

(C) Security from a consumer other than the owner

- (4) The amount of security from a consumer other than the owner of a premises shall be double the amount mentioned in this clause.

(D) Annual review of security amount

- (5) The Nigam may review at the beginning of each financial year the requirement of security from a consumer to cover actual average consumption for the period applicable to him on the basis of his actual average consumption of electricity for the preceding twelve months and intimate the consumer.

The period for arriving at the amount of additional security deposit be taken as consumption months of April to March i.e. billing months of May to April of preceding twelve months, instead of present practice of considering consumption months of March to February i.e. billing months of April to March.

(E) Additional security

- (6) If on the basis of annual review under **sub-clause (5)**, the security given by a consumer is found to have become insufficient and the difference between the amount so worked out and the security already deposited with the Nigam exceeds Rs 500/- or 10% of the existing security whichever is more, the Nigam may give a notice to the consumer to deposit the difference within 30 days of service of notice.

(F) Adjustment of excess security

- (7) If on the basis of annual review under sub-clause (5) the security given by a consumer is found to be in excess and the

difference between the amount so worked out and the security already deposited with the Nigam exceeds Rs. 500/- or 10% of the existing security, whichever is more, the Nigam shall adjust the difference in security in the electricity bills of the consumer during the period July 1 to September 30 of the following year, failing which an extra interest @2% per annum on unpaid amount shall be applicable from 1st October, payable by the Nigam.

- (8) In case such excess amount of security to be adjusted, is not adjusted in the electricity bills of the consumer pertaining to the period July 1 to September 30 of the following year, the balance amount shall be refunded to the consumer in cash within one month i.e. October 31.

**17. Security for electric meter**

The consumer has an option to provide his own meter as per RERC(Metering) Regulations, 2007. The security amount in respect of a meter, when provided by the Nigam, shall be as per item 3(2) of Part-II.

**18. Payment of interest on security**

The Nigam shall pay to a consumer, interest on the security deposit at the rate equivalent to bank rate of Reserve Bank of India as on April 1 of the relevant financial year. The interest so calculated shall be adjusted in the electricity charges payable by the consumer from July 1 to September 30 of the following year, failing which interest at the bank rate on the unpaid amount of interest shall also be applicable from 1st October, payable by the Nigam.

The interest on security is admissible until it is adjusted against the dues. Once the security amount is adjusted against the dues, LPS/DPS shall accrue only on the balance dues, if any. However, where the security amount still remain in balance, interest shall be payable on that, even during disconnected period.

**19. Failure to pay security**

The Nigam may, if it thinks fit, refuse to give supply of electricity to a person who fails to give security or discontinue supply of electricity to a person who fails to give additional security under clause 16 for the period during which such failure continues.



## **20. Supply through pre paid meter**

The Nigam shall not be entitled to any security under **clause 16** if supply to a person is made through a pre paid meter.

## **21. Refund of security**

On permanent disconnection of supply of electricity the Nigam shall refund the security on request of the person who gave such security after adjusting against the outstanding, if any, but, within two months of disconnection or application for refund, whichever is later.

## **22. Transfer of security**

- (1) In case the previous consumer gives his consent in writing duly attested by Notary Public to the concerned Assistant Engineer stating that the amount of security deposit available in cash in his name, with the Nigam, may be transferred in the name and account of new consumer desiring transfer of connection in his name, the same shall be accepted. The security deposit in the form of Bank Guarantee, if any, will not be accepted from the transferee after transfer of connection.
- (2) In case of a legal heir, the transfer of connection shall be allowed and the amount of security deposit available in cash with the Nigam shall be transferred in the name of transferee i.e. legal heir who applies for transfer of connection.
- (3) Where an existing consumer requests for clubbing of connections, the security as already available with the Nigam, in different connections may be adjusted against the newly clubbed account.

## **23. Exemption from payment of security**

The State & Central Govt. Department(s), including Railways and the employees/ex-employees of all the Vidyut Nigams/RSEB who have completed 5 years of service and requiring connection for their residential use are exempted from payment of Security Deposit, after obtaining an undertaking from them. However, all public sector undertakings & local bodies shall deposit the Security amount.

## **24. Security on reconnection**

In case of reconnection, the amount of security shall be as for a new connection or the amount of security at the time of disconnection, whichever is higher. If however, the connection is reconnected in the next financial year after review of security

has become due, then the amount of security shall be as per reviewed amount or for a new connection whichever is higher.

## **25. Supply through meters**

- (1) All supply of electricity shall be through installation of a correct meter in accordance with the metering code approved by the Commission or regulations made in this behalf by the Central Electricity Authority.

Provided that supply to agriculture consumers who are on the date of coming into force of these terms and conditions, being supplied electricity otherwise than through a meter shall be converted to metered supply category in time bound manner with the period notified by commission under section 55(1) of the Electricity Act-2003.

- (2) Metering in each case shall be provided on ground floor only. Metering equipment shall be near the main gate of the premises and easily accessible

## **26. Reading of meters**

- (1) On behalf of the Nigam, a meter reader or a person authorised by the Nigam in this behalf, shall have access to the consumer's premises at all times during the day for the purpose of reading the meter for ascertaining the amount of electricity supplied or the electrical quantity contained in the supply to the consumer.
- (2) The meters shall be read each month or at such intervals as the Nigam may fix with prior approval of the Commission.

## **27. Assessment in case of stopped or lost or stolen or burnt meter.**

- (1) If the meter stops working for any reason, or the meter is stolen or lost, the consumption of electricity for the period during which electricity has been consumed with stopped meter or without a meter, shall be calculated as follows:
  - (i) All consumers except seasonal industrial and agricultural consumers.

The consumption of electricity shall be assumed as the same as recorded by correct meter for the corresponding period of the previous year or the average consumption of the previous six months, whichever is higher.

(ii) Seasonal industrial consumers.

The consumption of electricity shall be assumed as the same as recorded by correct meter for the corresponding period of preceding season or off-season as the case may be.

(iii) Agriculture consumers.

The consumption of electricity shall be assumed on connected load basis with 100% load factor as follows:

(a) For Block supply connections:

For billing months of October to April: 6 units/HP/day

For billing months of May to September: 4 units /HP/day

(b) For others

For billing months of October to April: 12 units/HP/day

For billing months of May to September: 8 units /HP/day

Provided that till Tariffs for Supply of Electricity, specifies flat rate tariff for agricultural consumers, the electricity consumption shall be charged at the rates applicable to the corresponding flat rate agricultural consumers.

(iv) Temporary connection :

In case of Temporary connections the consumption of electricity shall be assessed by considering 100% load factor and 12 hrs. use per day, unless it is for a continuous process where it shall be 24 hours use per day.

- (2) In case of (i) & (ii) of sub-clause (1) if there is no previous period, fixed charges amount for the consumer category may be recovered except in case of HT connection where after installation of correct meter, the assessment shall be reviewed on the basis of average consumption of succeeding six months period and charged accordingly.

**28. Defective meters**

- (1) In case the consumer or the Nigam suspect a meter not functioning properly, a notice can be given to the other party. The accuracy of the meter shall be tested by the Nigam on site or in its testing laboratory. In case the consumer so desires, he may get the testing done at laboratories designated for the purpose by the commission.
- (2) Where meter is to be removed for testing, joint inspection report shall be prepared at site and shall be got signed by

consumer or his representative. Meter shall be wrapped with cloth and properly sealed with sealing material in presence of consumer or his representative.

- (3) Where trivector meter or Whole Current meter ceases to display the readings, in that case, the testing shall include reading of the meter also. The testing for finding the reading and load survey report shall be arranged at manufacturer's works.
- (4) In the event of the meter being found inaccurate, the consumption assessment be intimated to the consumer within 6 months of the removal of meter for testing and the excess amount recovered from the consumer be adjusted in the subsequent two bills. Where additional amount is to be recovered from the consumer, it may also be recovered in the subsequent two bills.
- (5) The excess or short amount under **sub clause (4)** may be adjusted or recovered as the case may be for the period from the last meter testing till the date of meter being removed for testing is replaced but in any case not exceeding six months.

**29. Testing fee for meter etc**

A consumer desirous of getting his metering equipment, capacitor or transformer oil tested, may request for the same to the Nigam along with testing fee prescribed at **item 5 of Part-II.**

**30. Replacement of meter**

- (1) In case of a stopped/defective/burnt meter the Nigam shall inspect and replace the metering system at its cost unless it is established that the system has been tampered or damaged in any way including excess load, by the consumer, in which case the consumer shall bear the cost.
- (2) In case a stopped/defective metering system is not replaced within a period of two months of its detection, a rebate of 5% on the total bill of the consumer prepared under **clause 27**, excluding electricity duty shall be allowed from third monthly bill in case of monthly/ fortnightly billing and second bill in case of bimonthly billing after such detection till the meter is replaced.

**31. Check Meters**

If the main meter stops working and the check meter, wherever provided by the Nigam, is functioning, notwithstanding

anything contained in **clause 27**, the consumer shall pay the electricity charges on the basis of the check meter.

### **32. Lost Meter**

In case a meter is lost or stolen, the consumer shall report such matter in the Police station and furnish a copy of FIR. The supply shall be restored by the Nigam after recovery of the cost of meter along with the charges for assessed energy from the date of last reading to date of installation of new meter as per provisions prescribed under **clause 27**.

### **33. Electricity charges and prices:**

The prices to be charged by the Nigam for the supply of electricity shall be in accordance with tariff determined by the Commission from time to time and fixed by the Nigam in accordance with the methods and principles as may be specified by the Commission. The charges for electricity supplied by the Nigam shall be published in local newspapers in such manner so as to give adequate publicity for such charges and prices. The Nigam shall also publish a booklet from time to time giving prices to be charged for supply of electricity for the benefit of the consumer.

### **34. Recovery of charges for supply**

- (1) The Nigam shall recover the charges for electricity supplied to a consumer on the basis of a bill served on the consumer fortnightly/monthly/bi-monthly depending on their category/load, location i.e. rural/urban areas and requirement of security deposit.
- (2) The bill shall contain important information relevant to that category of consumers and its type of metering (Whole current meter, CT- operated meter, Trivector meter etc.) interalia, the following:
  - a) Category of consumers in clear terms, such as domestic (rural) domestic (urban), non domestic, public street light, agriculture (metered supply/ flat rate) agriculture other than 24 hours supply, farm-house, agriculture 24 hours supply, Small, Medium & large industries, mixed load, PHED, traction etc;
  - b) Date of meter reading.
  - c) Previous meter reading.
  - d) Present meter reading.
  - e) Date of issue of Bill.

- f) Due date of payment.
  - g) Fixed charges.
  - h) Energy charges.
  - i) Fixed charges amount.
  - j) Delayed payment surcharge. Late payment surcharge.
  - k) Other charges.
  - l) Amount of Electricity Duty
  - m) Rentals etc.
  - n) Amount of security
    1. towards electricity
    2. towards meter.
  - o) Full address and telephone numbers of the concerned AEN
  - p) Full address and telephone numbers of complaint center and forum for redressal of grievances.
- (3) The bills may be sent by the Nigam by hand or by post or by fax or e-mail and the date of issue of bills for different regions shall be widely publicized by the Nigam for the information of consumers.

### **35. Use of Energy Efficient Devices**

The Consumers are advised to use various energy efficient devices in respect of conservation of energy and to avoid wasteful consumption of energy.

### **36. Payment of bills.**

- (1) All the bills for electricity charges may be paid within fifteen days from the date of issue at the concerned sub-divisional office of the Nigam or other collection centers authorized by the Nigam as notified through local newspapers/printed on the bills; either in cash or by pay order/bank draft/banker's cheque or a cheque drawn on a local branch of Bank. The Nigam may also receive payment by credit card or Electronic Clearing System. However, for PHED connections, the grace period shall be nineteen days instead of fifteen days.
- (2) In case the payable amount of the energy bill exceeds Rs.20,000/-, the payment shall have to be made through crossed Demand Draft or Banker's cheque or pay order or cheque only as per the requirement of section 40 (A) (3) of the Income Tax Act-1956.

- (3) As per billing cycle if payment is required to be made fortnightly, then two bills would be issued to the consumer. One bill would be for consumption made during the first fortnight of the month of issue of bill, which would be on provisional basis equal to half of the previous month's consumption, issued on or after 15th day of the month and its payment shall fall 15 days from the date of issue of the bill. Second bill would be issued on the basis of recorded consumption of the preceding month minus the payment made towards first bill. Second bill would be payable within 15 days from the date of its issue.
- (4) Any tax, duty or other levy under any law payable in addition to charges for electricity supplied, shall be payable by the consumer.
- (5) If monthly charges for electricity supplied or equipment installed by the Nigam are to be recovered for a part of a month, they shall be recovered proportionately for the number of days supply is made in the month.
- (6) A consumer must present his bill at the time of payment, without which the payment will not be accepted. If the consumer has lost the bill or otherwise requires a duplicate copy, a duplicate copy of the bill shall be supplied to him within three working days of receipt of his application in writing to that effect, on payment of charges as per **item 14 of Part -II**.
- (7) Any payment made by the consumer shall be adjusted in the following order of priority:
- Arrear amount of Electricity Duty
  - Arrear amount of Nigam's dues
  - Amount of Late Payment Surcharge (LPS) / Delayed Payment Surcharge (DPS)
  - Electricity Duty on current bill,
  - Principal amount of Nigam's dues on current bill,
- If a consumer has been served with a notice along with bill for disconnection of supply due to non-payment of arrears shown in the bills and he offers to pay only the arrears shown in the bill within the notice period to save disconnection, the same shall be received as part payment and adjusted towards arrears.
- (8) In the event of any dispute or difference as to the correctness of any bill or bills presented under the terms, hereof, the consumer shall never-the-less pay such bill or bills, within

- aforesaid period of 15 days. Any adjustments necessary due to incorrectness in such bill or bills shall be made by the Nigam in the next ensuing bill after the settlement of the said dispute or difference except when there is prima-facie evidence of glaring mistake in which case the bill shall be corrected without delay.
- (9) If a consumer under any category voluntarily deposits the average amount of 6 (Six) or 12 (twelve) months energy bill, on the basis of average bill of preceding financial year in advance, he would be allowed a rebate at the rate equivalent to Bank rate as on 1 April of the financial year in which the amount of advance was deposited on the deposit made in advance. The amount of rebate shall be adjusted in the last bill after adjusting the amount of bill from the principal advance deposited.
- (10) A consumer may even deposit the amount less than the amount of 6 (six) months bill, but in that case no rebate as above, shall be allowed. The monthly statement showing the credit balance at the beginning of the month, the debit during the month and the net credit balance at the end of the month will be sent to the consumer by post at the address desired by him.
- (11) A consumer, desirous of leaving the premises for a long time, should in his own interest intimate the Nigam about the same so as to avoid any confusion of stopped meter. He may deposit an amount with the Nigam for monthly adjustment of his bills. The minimum amount to be deposited should not be less than fixed charges amount for a period of 12 months. The Nigam shall accept such amount as a matter of affording convenience to the consumer to prevent disconnection. No rebate shall be allowed to the consumer. The consumer may or may not seek discontinuance of supply for this period.
- (12) On payment of any advance amount, a receipt will be issued for the amount as deposit against payment of future energy bills. The monthly statement showing the credit balance at the beginning of the month, the debit during the month and the net credit balance at the end of the month will be sent to the consumer by post at the address desired by him.
- (13) Cheque towards payment is accepted from consumers in good faith and receipts issued subject to collections in the Bank. But if the Bank returns the cheque for want of arrangement, the Nigam will charge a sum of Rs. 100/- per connection covered

by the cheque, as penalty towards bouncing of cheque, in addition to any other penalties/ surcharge that might be imposed for delayed payment. Also, besides disconnection of the connection(s) the act of dishonoring of cheque imposes criminal liability on the drawer for issuing such a cheque under section 138 to 142 of the Negotiable instrument Act, 1881 as amended from time to time. Further, if the cheque issued by a consumer is returned by the Bank more than twice, the Nigam may not accept any further cheque from such consumer.

### **37. Inaccessibility of meter**

- (1) If at the time of taking reading the consumer's premises are locked or the meter is otherwise inaccessible, the Nigam may recover charges for electricity supplied on the basis of previous four months average consumption.
- (2) If the meter remains inaccessible in the next billing cycle also, the Nigam may require the consumer by a notice of not less than seven days for facilitating the reading of the meter. The Nigam may discontinue supply of electricity if the consumer fails to comply with the notice.
- (3) For the period meter remains inaccessible, the Nigam may charge for the electricity supplied on the basis of average for the previous four months. On the meter becoming accessible for reading, the Nigam may recover charges on the basis of actual consumption of electricity and adjust the sum already recovered on average basis.

### **38. Delayed Payment Surcharge.**

If a consumer fails to pay his bill within fifteen days of its issue, the Nigam shall be entitled to recover a surcharge for delay in payment at the rate fixed by the Commission from time to time.

### **39. Increase, decrease and alteration of load/demand**

#### **(A) General**

- (1) If a consumer at any time after the supply of energy has commenced, desires increase or decrease in his connected load and/or contract demand, a notice shall be sent to the Nigam in writing, along with application in Form (Annex-4). The Nigam shall inspect the alteration and if necessary, shall propose to change the meter, meter box, metering panel, cut out/ MCB and service line. Domestic consumer would not be required to report to the Nigam for increase or decrease or alteration of load if the total connected load does not exceed 5kW.

- (2) Any cost incurred by Nigam on account of any alterations necessitated due to increase or decrease in load/demand shall be borne by the consumer except the cost of Nigam's sub-station.
- (3) An L- form signed by an Electrical Licensed Wiring Contractor shall be submitted to the Nigam before allowing any increase / decrease or alteration by the consumer. In case of increase / decrease in sanctioned contract demand only without change in sanctioned connected load, submission of L-form is not necessary. During such time if any alteration, addition or repair is being executed, the supply to the circuit which is being altered, added to or repaired, must be entirely disconnected and it shall remain disconnected until the alteration, addition or repair has been inspected and tested by the Nigam.
- (4) In case of industrial consumers, for any increase / decrease in connected load/ contract demand; the Nigam shall require 30 days notice. The date of receipt of completed application along with adhoc amount in advance @Rs.500/KW/HP/KVA(to be adjusted in Demand Note) for increased load / demand in the concerned sub-divisional office shall be considered as the date of notice. In case the Nigam fails to accord sanction or communicate reasons of refusal for the proposed increase/ decrease within such notice period, the increase/ decrease shall be deemed to have been agreed subject to furnishing L-form and intimation in writing by the consumer about putting the increased/ decreased load/demand on the system of Nigam. On expiry of notice period, the consumer shall be billed accordingly subject to fulfillment of other conditions, if any, thereafter. The amount @Rs.250/- per KW or HP or KVA be adjusted towards "Plant Cost" and amount @Rs.250/- per KW or HP or KVA be adjusted towards "Consumption Security".
- (B) Increase in load / demand
  - (5) The Nigam shall accord necessary sanction after examining technical feasibility.
  - (6) Consumer shall be allowed increase in load/ demand even during the initial period of agreement.
  - (7) (a) The consumer may require to apply in prescribed form and pay reasonable expenses as per Part-II, for such load/demand under the schedule for character of service and category of consumer.

- (b) While recovering expenses under sub clause (a) above, the credit shall be given for the amount already paid for electric line or plant.
  - (c) If the service line is required to be strengthened for a HT consumer, the entire cost of such strengthening shall be borne by the consumer on the basis of cost worked out as per Part-II.
  - (d) If the service line is required to be strengthened for a LT consumer, the difference of charges shall be borne by the consumer on the basis of charges for new connections as per Part-II.
- (8) No deemed increase in load/demand shall be granted unless all dues are cleared by the consumer.
- (C) Decrease in load / demand
- (9) Consumer shall not be allowed decrease in load / demand until the expiry of initial period of agreement. However,
- (a) if a consumer under any category wants decrease in connected load/contract demand even prior to expiry of agreemental period of one year, then it could be allowed on individual merits in appropriate cases by the authority next higher than the competent authority who has sanctioned the connected load/contract demand, for the reasons to be recorded. However, in cases of Large Industrial Consumers the merit of individual cases would be examined by the Commercial Wing and sanction shall be issued after due approval of the Managing Director.
  - (b) if a consumer under any category, except Large Industrial category wants permanent dis-connection (PDC) even prior to expiry of the agreemental period of one year, it could be allowed on individual merits in appropriate cases by the authority next higher than the competent authority who has sanctioned the connected load/contract demand for the reasons to be recorded. In cases of Large Industrial Consumer, the merit of individual cases would be examined by the Commercial Wing and sanction shall be issued after due approval of the Managing Director. However, in such cases the consumer would be required to make payment of fixed charges amount equivalent to two months.

- (10) Once the load/ demand is increased/ decreased, it shall not be allowed to be reduced further within one year of increase/ decrease.
  - (11) The consumer shall give one-month notice in writing where initial agreement period has expired and the consumer wants permanent disconnection or reduction in connected load/contract demand. The consumer may also get his connection permanently disconnected on payment of fixed charges for one month on a notice of less than one month.
- (D) Alteration
- (12) In case a consumer requires any alteration in the existing installation, after the commencement of service even without any change in load/ demand, he shall intimate to the Nigam about the same. After completion of work, the consumer shall furnish necessary L-form if the load exceeds 10 kW.
- (13) If a consumer desires to have the lay out of the service line altered, the Nigam shall do the same after charging from the consumer as per **item 13 of Part -II.**

#### **40. Shifting of connections and Lines**

- (A) General terms & conditions (except agriculture category)
1. Shifting of existing connection shall be allowed to an owner from one premises to another.
  2. Shifting of connection shall be allowed only when the connection at new place/location is found technically feasible, after examining the merits of the case.
  3. Outstanding dues in respect of existing connection shall required to be cleared by the consumer before the shifting is allowed at new location.
  4. Any concession/relaxation, which might be available to applicants at the time of taking new connection, shall not be allowed at new place where the connection has been allowed/sanctioned to be shifted.
  5. Change of premises prior to release of new connection shall be deemed to be a new application and earlier application shall be deemed to be withdrawn.
  6. The charges for allowing shifting shall be recovered as per **item-13 of Part -II.**

7. In case, the work of shifting of existing line is permitted to be done by Local Bodies, Railways, Defense etc. in the areas developed by them, the same could be allowed by the concerned Superintending Engineer (O&M) of the Nigam. However, the Supervision Charges @15% of the estimated cost shall be recovered from such agencies. After completion of shifting work, joint inspection certificate shall be prepared by authorized representative of such agencies and Nigam's representative certifying that shifting has been completed as per prescribed norms of Nigam.

#### 41. Laying of separate feeder

Consumers other than Agriculture consumers situated in Rural Area(s) and requiring HT supply can be given supply through continuous supply feeders from nearest technical feasible point, provided the full cost of line to be drawn is borne by the consumer.

Provided that a dedicated feeder which emanates from Nigam's substation to the consumer's premises and its full cost has been borne by the consumer, shall not be tapped by the Nigam for release of another connection for first four years from the date of release of connection, unless the consumer, who has borne the cost, gives his consent.

#### 42. Transfer of connection and change of name

- (1) Transfer of connection from one consumer to other shall be permitted by the Nigam if there is a change of ownership due to genuine sale or due to transfer of property through inheritance, gift or due to liquidation of company.
- (2) In case of a Govt. employee having been allotted accommodation in a Govt. colony, the connection may be changed in the name of new occupier on furnishing of documentary evidence of allotment of the Government accommodation.
- (3) Any person taking over a premises where electric installation is connected/ disconnected, shall furnish application in **Form (Annex.-4)** along with necessary legal document in support of transfer of premises, requesting the Nigam for transfer of connection. After according formal sanction by the Nigam, the new consumer shall clear all the dues against the service and deposit security as per prevailing provisions in this regard.

(4) The consumer shall neither, without previous consent of the Nigam, assign, transfer or part with the benefit of his agreement with the Nigam nor shall the consumer in any manner part with or create any partial or separate interest there under. No service connection shall be transferred unless the dues in respect of that connection have been cleared by the transferor or by the transferee, as the case may be. When a connection is transferred and the transferee i.e. new consumer takes supply from the Nigam, his liability shall be for the unexpired period of the agreement.

(5) An industrial consumer having connected load above 150 HP (112 KW) or Contract Demand above 125 KVA, shall be required to execute an agreement with the Nigam in **Form (Annex-5)** for unexpired period of initial agreement period.

(6) In case of auction of an existing industry by RIICO/ RFC or by official liquidator appointed by Rajasthan High Court, new connection shall be released on payment of such amount against outstanding dues as per policy guidelines of State Government.

(7) In case a consumer wants change in his name (ownership remaining the same), he may furnish application in **Form (Annex.-4)**. The Nigam shall allow change of name on fulfillment of all conditions mentioned above.

#### 43. Power of Nigam to enter premises.

(1) Any person acting on behalf of the Nigam, at any reasonable time and on informing the occupier of his intentions, enter any premises to which electricity is, or has been, supplied by him or any premises which have been used for providing service lines or premises in which underground or over which service line has been drawn for the purpose of:

- (i) inspection of meter, electric line or electric plant in connection with and to avail their tampering, distress or damage to meter, electric line or electric plant,
- (ii) alteration, maintenance, removal and replacement of any meter, electric line or electric plant,
- (iii) effecting disconnections or restorations or restoration of supply,

in presence of the occupant of the premises or his representative.

No inspection of a domestic premises will be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.'

- (2) Where a consumer refuses to allow the Nigam or any person acting on his behalf to enter his premises or land for the purposes of **sub-clause (1)** or having entered, refuses to allow him to perform any act which he is authorized to perform, the Nigam may after the expiry of twenty four hours from the service of a notice in writing on the consumer, cut off the supply to the consumer.
- (3) The supply shall remain discontinued for so long as the consumer does not allow the Nigam or the person acting on its behalf, to enter the premises and perform his function under **sub-clause (1)** but for no longer.

#### **44. Resale of energy**

- (1) A consumer shall not resell energy purchased from the Nigam to any person or premises.
- (2) Collection of electricity charges, as per Nigam's tariff, from tenants or occupiers, by a consumer as owner of the premises under Domestic, Non-domestic, Mixed Load & industrial categories and supply of electricity in their colonies by Central/State Govt., Railways, Cantonments, industries etc. at a tariff not exceeding the Nigam's tariff, shall not be considered as resale of energy.

#### **45. Restriction on use of supply**

- (1) The consumer agrees to restrict or regulate consumption of electrical energy supplied under the agreement during peak hours as may be directed by the Nigam in writing and any other hours as and when required to do so if the power position or any other emergency warrants such an action.
- (2) The consumer agrees to the supply of electricity under the agreement being curtailed, staggered or cutoff altogether by the Nigam if the power position or any other emergency in power system warrants such a course of action.
- (3) The Nigam would have the right to discontinue temporarily power to the consumer at any time at its discretion, whenever it becomes necessary for the purpose of testing plant, equipments etc. and for this no compensation will be payable to the consumer.

- (4) If in the opinion of the Nigam, the consumer at any time, is prevented from receiving or using the electrical energy to be supplied under this agreement in whole, owing to any strike, lawful lockouts, riots, insurrections, command of a civil or military authority, fire, explosions or Act of God, then the consumer shall not be liable to pay the fixed charges amount for the period of the event(s) mentioned above, provided the consumer notifies the Asstt. Engineer concerned and the billing authority within three days in writing of the occurrence of any event as noted above with necessary details to prove that the occurrence is preventing/has prevented the consumer from receiving or using the amount of power for industrial purpose. A certificate from the Labour Commissioner (or an officer generally authorised by the Labour Commissioner for this purpose) certifying about the period of strike/lockout shall be a conclusive proof of the fact. Such certificate shall be submitted by the consumer to the concerned AEn and the billing authority preferably within a period of 15 days from the date, the Strike/lockout is over. The monthly consumption for lighting etc. recorded in the meter(s) during such period shall be limited to 6% of the average consumption over the preceding three months or of the minimum consumption whichever is higher. The consumer shall take readings of the meter(s) at the beginning and at the end of the strike/lockouts and shall immediately intimate the same in writing to the concerned Asstt. Engineer This reading shall be verified by the concerned A.En. / J.En. within 24 hours of the receipt of the information regarding the reading received from the consumer. The Asstt. Engineer concerned should be kept informed fortnightly about further developments of the event. The decision of the Nigam in this behalf shall be final and binding on the consumer.

#### **46. Disconnection of supply.**

- (1) The Nigam shall be entitled to cut off supply of electricity to any person after giving not less than fifteen clear days notice in writing to such person if such person neglects to pay charges for electricity supplied or any other sum due from him to the Nigam.
- (2) If such person produces proof of payment or deposits under protest:
  - (a) an amount equal to the sum claimed from him, or
  - (b) the electricity charges due from him for each month



calculated on the basis of average charge for electricity paid by him during the preceding six months, whichever is less, pending disposal of dispute, his supply shall not be cut off.

- (3) The Nigam reserves the right to discontinue supply to a consumer on giving 48 hours notice in writing if there is reason to believe that the consumer is contravening any of the provisions of the Act or of these terms and condition or committing breach of the agreement with the Nigam or in the event of the consumer going bankrupt or also in the event of compulsory or voluntary liquidation if the consumer is a limited company.
- (4) In the event of supply being disconnected due to non-payment of dues or for any other reason, all the money then payable by the consumer including the amount of fixed charges for unexpired initial period of agreement, if any, shall become due and recoverable. In case disconnection is made or initial agreement-period expires in middle of the month, the fixed charges amount shall be payable proportionately.
- (5) A consumer other than agriculture category and seasonal industry may seek disconnection by giving one month's notice in writing in that behalf after initial period of one year including notice period. The consumer shall pay all the charges payable upto the date of disconnection, subject to notice-period or initial agreement-period. In case disconnection is made or notice-period / initial agreement-period expires in middle of the month, the fixed charges amount shall be payable proportionately.

The consumer may also seek disconnection on the same day of notice if he is ready to pay the fixed charges amount for notice period or unexpired period of agreement, as the case may be.

- (6) After a connection is disconnected, the billing shall be stopped forthwith.
- (7) After a disconnection has been effected, the Nigam shall inform the consumer in writing through a letter by registered post on the address given by the consumer. Dispatch of a registered letter shall be considered as adequate evidence to inform the consumer.

- (8) If at any time the consumer :
  - (a) being a limited company pass a resolution for winding up or be ordered to be wound up by a court of competent jurisdiction and being an individual or individual commit any act of insolvency or be adjudged insolvent; or
  - (b) executes or creates any mortgage charge or other encumbrance on any property or asset of the consumer so to prejudicially affect the Nigam's electric meters, plant, apparatus & equipment at consumer's premises or any part thereof or any right exercisable by the Nigam in connection with the said electric meters, plant, apparatus and equipment,

the Nigam shall be at liberty to terminate the agreement by giving seven days notice in writing to the consumer and upon such termination the consumer shall forthwith pay to the Nigam all the money then due and payable under the agreement together with further sum equal to the amount of the minimum and /or special guarantee for the unexpired minimum period of supply as and by way of liquidated damages.

- (9) Where the connection has been disconnected on account of non-payment of dues or for any other reason, the Nigam may remove the meter as well as service line after two months from the date of disconnection.

#### **47. Reconnection of disconnected supply**

- (1) A consumer seeking reconnection after disconnection may apply in **Annexure-6**, which can be obtained free of cost from the office of AEN concerned or can be down loaded from the website of the Nigam.
- (2) A person whose supply has been cut off for non-payment of dues of the Nigam or due to any other reasons, may apply for restoration of supply to the Nigam. An application for restoration of supply shall be considered if made within
  - (a) For Agriculture consumers  
As prescribed in agriculture policy of the State Government.
  - (b) For others  
Two years

of the date of disconnection. A person applying after this period, shall be treated as a new applicant and shall be require to complete formalities as are required for new connection.

- (3) Within seven days of receipt of application under **sub-clause (1)**, the Nigam shall intimate the applicant the amount due from him to the Nigam upto the date of disconnection, along with interest thereon at the rate of 10% per annum for each completed month of non-payment after disconnection. No interest shall be charged on the surcharge for delay in payment. The Nigam shall also intimate the reconnection charges as per **item 7 of Part II**, payable by the applicant.
- (4) The Nigam shall restore supply of electricity to the applicant within three days of deposit of the amount intimated under **sub-clause (3)** and such additional interest as may have become due till the date of deposit,

**48. Tampering, distress or damage to electric plant etc.**

- (1) In case of tampering, distress or damage to electrical plant, electric lines or meter by a consumer, the Nigam may, in addition to other action under the provisions of the Act, recover the cost of repair or replacement of such electric plant, electric lines or meter from the consumer, and disconnect his supply.
- (2) The Nigam shall give at least seven days notice to the consumer and consider his explanation before proceeding to recover costs or disconnecting his supply under **sub-clause (1)**.
- (3) The supply shall be restored after the tampered or damaged plant, line or meter has been repaired or replaced.

**(A) Measures to control Theft**

**(1) General**

- (a) The Assessing Officer or Authorized Officer may at any time enter upon the consumer's premises for inspection, if, there is reason to suspect that the consumer is engaged in act of unauthorized use or theft of electricity.
- (b) Under the provisions of section 135 of the Act, the Authorized Officer may
  - (i) 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 in an unauthorized manner.
  - (ii) 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 unauthorised use of electricity;

- (iii) examine or seize any books of accounts or documents which in his opinion may be useful for or relevant to, any proceedings in respect of the offence under sub-section (3) 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.
- (c) The occupant of the place of search or any person on his behalf shall remain present during the search and a list of the items seized during the search shall be prepared and delivered to such occupant or person who will sign the list.
 

Provided that no inspection, search or seizure of domestic places or domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying the premises.
- (d) As per section 135 of the Act, the provisions of the Criminal Procedure Code 1973, relating to search and seizure will apply, for such searches and seizure under this regulation.
- (e) In case of entry in the premises by the Assessing Officer / Authorized Officer, an inspection memo, as per **Annexure 2**, shall be prepared, a copy of which will be handed over to the consumer. Inspection memo shall also be prepared and copy supplied to the consumer / occupant, even if no abnormality is detected. In case the inspection reveals prima facie an act of unauthorized use or theft of electricity, the Officer may seize the evidence of such act, prepare a seizure memo, as per **Annexure 3**, and hand over a copy of it with a copy of inspection report, to the consumer or his representative or employee whoever may be present there. In case of refusal to accept the memos, the same shall be affixed at the main entrance of the premises and a copy be sent by post, which will be deemed to have been served on the consumer. The copy of inspection and seizure memo with numbered pages will be supplied by the Nigam to the Assessing Officer / Authorized Officer.

Provided, where an unauthorized use of electricity is detected by an Authorized Officer, unless he himself is the Assessing Officer, he will forward a copy of the inspection memo and seizure memo to the Assessing Officer for further action.

Provided, where the theft of the electricity is detected by an Assessing Officer, unless he himself is the Authorized Officer, he will forward a copy of the inspection memo and seizure memo to the Authorized Officer for further action.

- (f) In case the Assessing Officer is obstructed or prevented in any manner from entering upon the consumer's premises, the electric supply may be disconnected immediately after informing the consumer in writing. The supply will remain discontinued only as long as the consumer does not allow the Assessing Officer to enter the premises and perform his duties and no longer than that.
- (g) The Nigam shall not be liable for any loss, inconvenience or damage caused to the consumer on account of such inspection or disconnection of supply.
- (h) Supply of electricity by an owner to his tenants or by an employer to his employees in residential colonies as per the Supply Code Regulations or Tariffs for supply of electricity will not be considered sale or unauthorized use of electricity.
- (i) If a consumer is found indulging in an unauthorized use or theft of energy or both, the assessment provisions will operate separately for each of such act of wrong doings.
- (j) Assessed charges for unauthorized use or amount of civil liability in case of theft of electricity shall be in addition to any other charges as may be leviable for making good the Nigam's equipment/ line etc, damaged due to such unauthorized use or theft of electricity, if any, besides the criminal proceedings that may be taken against him under the law.
- (k) The provisions of these regulations shall be subject to special provisions for agriculture consumers as may be prescribed by the State Government under Agriculture Policy or other wise through the directives to the Commission in the matter of policy under section 108(1) of the Electricity Act 2003.

## **(2) Unauthorized use of electricity**

- a) The unauthorized use of electricity has been defined at 'Explanation (b)' below section 126 of the Electricity Act 2003. In general, it will be considered where the electricity consumption is recorded correctly by the meter or can be correctly assessed from the meter reading, but on checking the premises the Assessing Officer / Authorized Officer prima-facie finds an evidence of any activity as per aforesaid explanation and shall include:
  - i. use of electricity supplied under lower tariff for a purpose for which a higher tariff is in force, or
  - ii. exceeding the sanctioned connected load through meter, other than domestic and small (up to 5 kw load) non-domestic consumers, or
  - iii. for the purpose other than for which the usage of electricity was authorized; or for the premises or areas other than those for the electricity supply was authorized.
  - iv. use of electricity through a tampered meter e.g. seal broken, glass broken etc., with no other evidence of dishonestly obstructing the electricity without noticeable fall in the recorded consumption; or
  - v. use of apparatus for splitting the phase to run a 3-phase appliance when 3-phase supply is not available to him, or
  - vi. non-compliance of orders imposing restriction on use of electricity during power cut /load shedding or
  - vii. restoration of the service through meter, disconnected by the Nigam, or
- b) In case unauthorized use of electricity is
  - (i) as per sub-clause(a)(iv), tampered meter shall be immediately rectified or replaced;
  - (ii) as per sub-clause (a)(vii), supply shall be immediately disconnected without any notice; and
  - (iii) as per sub-clause other than (a)(iv) & (a)(vii), the Assessing Officer / Authorized Officer shall ask the consumer to remove the cause of such unauthorized use of electricity immediately, failing which the Nigam shall serve a 24 hours notice asking the consumer to remove the cause of such unauthorized use of electricity, failing which his supply shall be disconnected.

- c) The supply so disconnected shall be reconnected only after the receipt of a written intimation from the consumer about discontinuance of unauthorized use of electricity, to the satisfaction of the Nigam.

The State Govt. vide its notification No. F.15(4) Energy/2003 dated 29-01-04 had designated the following officers of Jodhpur Discom as Assessing officers

S.No.	Authorised Officers	Category
1	JEN/AEN/XEN(O&M)/(REC)/(M&P)/(IA)/(Vig.)	Domestic
2	JEN/AEN/XEN(O&M)/(REC)/(M&P)/(IA)/(Vig.)	Non Domestic LT Supply
3	AEN/XEN(O&M)/(REC)/(M&P)/(IA)/(Vig.)	Non Domestic HT Supply
4	JEN/AEN/XEN(O&M)/(REC)/(M&P)/(IA)/(Vig.)	Agriculture
5	JEN/AEN/XEN(O&M)/(REC)/(M&P)/(IA)/(Vig.)	Small Industry
6	AEN/XEN(O&M)/(REC)/(M&P)/(IA)/(Vig.)	Medium Industry
7	AEN/XEN(O&M)/(REC)/(M&P)/(IA)/(Vig.)	Large Industry
8	AEN/XEN(O&M)/(REC)/(M&P)/(IA)/(Vig.)	Bulk Supply for Mixed Load

Provided that the officers senior in rank and having jurisdiction in concerned area shall also be the assessing officer in their jurisdiction.

- d) The Assessing Officer will prepare a provisional assessment under section 126(2) of the Electricity Act 2003. The quantum of assessment, the period and the rate will be assessed as hereunder:
- e) Quantum of Assessment

The quantum of unauthorized use of electricity under various categories listed at (a) above, shall be assessed as follows :

- i) For 2(a) (i) In proportion of higher tariff load to total load.
- ii) For 2(a) (ii) In proportion of exceeded load to total load (including exceeded load).
- iii) For 2(a) (iii) In proportion of extended load to other premises to total load (including extended load).
- iv) For 2(a) (iv) where meter has stopped or become inaccurate (defective with metering errors), the assessment would be done as per clause 27 or 28 of these terms and conditions, as the case may be.
- v) For 2(a) (v) On entire consumption.
- vi) For 2(a) (vi) On entire consumption.
- vii) For 2(a) (vii) On entire consumption.

f) Period of Assessment

If the Assessing Officer reaches 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. Where such unauthorized use can not be ascertained, the time period be limited to twelve months immediately preceding the date of inspection.

g) Rate of Charge

The assessment shall be made at twice the tariff applicable for the relevant category of services as under:

- i. For 2(a) (i) Higher tariff category.
- ii. For 2(a) (ii), (iv) to (vii) Applicable tariff for service connection.
- iii. For 2(a) (iii) Applicable tariff for service connection or extended load, whichever is higher.

h) Multiple unauthorized use of electricity

If a consumer is found indulging in more than one act of unauthorized use of electricity, the charges payable by him in respect of each such unauthorized use will be separately assessed and billed accordingly.

### Example

Particular	Load/demand (KW/KVA)	Units for the period (f)	Rate of charge
Authorized load	a		
Meter recording		P	
Un-authorized load(2 types)			
(i)same category extended	b		
(ii)higher tariff category load	c		
Assessment per month for			
(i)same category extended	b	$pxb/a+b+c$	2xtariff for b
(ii)higher tariff category load	c	$pxc/a+b+c$	2xtariff for c

#### i) Exemption

Following activities will not be considered as unauthorized use of electricity:

- i. exceeding the connected load in case of domestic consumers and small non-domestic [upto 5 KW load] category of consumers.
- ii. Where a consumer is billed on demand basis arising on account of connected load exceeding the sanctioned load. However, the consumer will be required to furnish a revised L-form to the Nigam
- iii. use of supply for a religious, social function or any other non-commercial activity by the consumer himself, not exceeding 3 days, in his own or adjoining premises, provided total operating load does not exceed the sanctioned load of the consumer.

#### j) Billing

- (i) The assessed amount shall be reduced by the amount already charged under normal tariff. The Assessing Officer shall issue the provisional assessment order within 3 days of inspection or receipt of inspection memo. In case of unauthorized use of electricity, a copy of the provisional assessment order shall be issued to the consumer through a separate bill with clear 7 days notice to either file an appeal against the provisional assessment order or make payment thereof. The manner of serving the provisional assessment order as may be prescribed by the State Government under section 126(2) of the Act will be followed.

- (ii) Any consumer served with the provisional assessment order, may accept such assessment and deposit the assessed amount with the Nigam within seven days of service of such provisional assessment order served upon him.

- (iii) The person, on whom a provisional assessment order has been served will be entitled to file objections, if any, within seven days, against the provisional assessment order before the Assessing Officer, who may, after according a reasonable opportunity of hearing to the consumer, will pass a final assessment order within 30 days, towards electricity charges payable within 7 days. The final assessment order may include interest thereon at the rate of sixteen per cent per annum as per section 127(6) of the Electricity Act, 2003 on the expiry of thirty days from the date of final assessment order, compounded every six months. Such levy shall be in addition to other charges payable under the Tariffs and Terms & Conditions for supply of electricity in force.

- (iv) In case of non-payment of bill amount within seven days of serving the provisional or final assessment order as the case may be, the connection will be disconnected by serving a fifteen days notice, which will not be reconnected until the assessed amount is deposited alongwith other charges as are payable in terms of sub clause (iv) above. In case of non-payment, the amount will be shown as arrear in the regular bill.

#### k) Appeal to Appellate Authority.

- (i) Any consumer aggrieved by a final order served by the Assessing Officer may, within thirty days of the said order, may prefer an appeal accompanied by such fee as specified by the Commission in the 'Rajasthan Electricity Regulatory Commission (Appeals against assessment) Regulations 2004' to Appellate Authority.

- (ii) No appeal against assessment order under sub-clause (i) will be entertained unless an amount equal to half the assessed amount is deposited in cash or through bank draft duly supplemented with documentary evidence.

- (iii) The Appellate Authority will dispose off the appeal after hearing the parties and will pass an appropriate order and also endorse to the Assessing Officer and to the appellant.

- (iv) The Appellate Authority Order will be final and not appeal-able.

- (v) The consumer will be served with a revised bill as per final order of the appellate authority with interest thereon to be paid in 7 days.
- (vi) If a consumer defaults in making the payment within seven days of serving the final order of the appellate authority, the connection will be disconnected after serving a fifteen days notice which will not be reconnected until the bill amount is cleared. In case of non- payment, the amount will be indicated as arrear in regular bill and action will be taken for recovery.
- (vii) An interest of 16% per annum will be charged on the amount as per final order of the appellate authority after thirty days from the date of final order, compounded every six months as per section 127(6) of the Electricity Act 2003.

The State Government has constituted the following Appellate Authority for Jodhpur Discom vide its notification No. F.23 (2)/Energy/2011, Jaipur dated 12.11.2012.

**A. Corporate level Appellate Authority** for the cases where the assessed amount is more than 3 lacs

- (a) Chairman & Managing Director, RRVPNL, Jaipur -Chairman
- (b) Director (Finance), RRVUNL, Jaipur -Member
- (c) Zonal Chief Engineer (T&C), RRVPNL, Jaipur -Member

The Chief Engineer(HQ), Jodhpur Discom would be the presenting & Nodal Officer for Corporate level Appellate Authority cases.

**B. Zonal Level Appellate Authority (Jodhpur Zone/Bikaner Zone)** for the cases where the assessed amount is more than 1 lac and upto 3 lacs:

- (a) Zonal Chief Engineer (T&C), RRVPNL, Jodhpur -Chairman
- (b) Sr. Accounts Officer (T&C), RRVPNL, Jodhpur -Member
- (c) Superintending Engineer(TCC-IV),RRVPNL, Jodhpur -Member

The Zonal Chief Engineer(Jodhpur Zone/Bikaner Zone), Jodhpur Discom would be the presenting & Nodal Officer for Zonal Level Appellate Authority.

**C. Circle Level Appellate Authority** for the cases where the assessed amount is upto 1 lac:

(1) Jodhpur City Circle/District Circle :

- (a) Superintending Engineer (TCC-IV), RRVPNL, Jodhpur -Chairman
- (b) Accounts Officer(TCC-IV), RRVPNL, Jodhpur - Member

- (c) XEN-TA to ZCE(T&C), RRVPNL, Jodhpur - Member

(2) Pali Circle :

- (a) Superintending Engineer (TCC-IV), RRVPNL, Jodhpur -Chairman
- (b) Accounts Officer(TCC-IV), RRVPNL, Jodhpur - Member
- (c) XEN(220KV GSS), RRVPNL, Pali - Member

(3) Jalore Circle :

- (a) Superintending Engineer (TCC-VIII), RRVPNL, Sirohi -Chairman
- (b) Accounts Officer (TCC-VIII), RRVPNL, Sirohi - Member
- (c) XEN (220KV GSS), RRVPNL, Jalore - Member

(4) Sirohi Circle :

- (a) Superintending Engineer (TCC-VIII), RRVPNL, Sirohi -Chairman
- (b) Accounts Officer (TCC-VIII), RRVPNL,Sirohi - Member
- (c) XEN (220KV GSS), RRVPNL, Sirohi - Member

(5) Barmer Circle :

- (a) Superintending Engineer (400KV, GSS), RRVPNL, Barmer-Chairman
- (b) Accounts Officer(TCC-VIII), RRVPNL, Sirohi - Member
- (c) XEN(400KV, GSS), RRVPNL, Barmer - Member

(6) Jaisalmer Circle :

- (a)Superintending Engineer (400 KV, GSS), RRVPNL, Jaisalmer-Chairman
- (b) Accounts Officer(TCC-IV),RRVPNL, Jodhpur - Member
- (c) XEN(400KV, GSS), RRVPNL, Jaisalmer - Member

(7) Bikaner Circle:

- (a) Superintending Engineer (400KV-GSS), RRVPNL, Ratangarh-Chairman
- (b) Accounts Officer(TCC-IX), RRVPNL, Bikaner - Member
- (c) XEN(220KV, GSS), RRVPNL, Bikaner - Member

(8) Hanumangarh Circle/Churu Circle :

- (a) Superintending Engineer (TCC-IX), RRVPNL, Bikaner -Chairman
- (b) Accounts Officer(TCC-IX), RRVPNL, Bikaner -Member
- (c) XEN(220KV, GSS), RRVPNL, Hanumanagarh -Member

(9) Sriganganagar Circle :

- (a) Superintending Engineer (TCC-IX), RRVPNL, Bikaner -Chairman
- (b) Accounts Officer(TCC-IX), RRVPNL, Bikaner - Member
- (c) XEN(220KV, GSS), RRVPNL, Udyog Vihar(SGMR) - Member

The Circle Superintending Engineer (O&M) of concerned Circle

would be the presenting and Nodal Officer for Circle Level Appellate Authority cases.

The SE/XEN of O&M/Vig./M&P Wing may co-opt if desired by Appellate Authority.

Note :-

1. The appeal and Memorandum of Appeal shall be made in the form specified in the schedule prescribed by Raj. Electricity Regulatory Commission vide Notification RERC/Secy.Reg./No. 27 dt. 14.07.04.
2. The appeal shall be accompanied by the following fee
 

S.No.	Amount Assessed	Fee
1	Upto Rs.1,00,000/-	Rs.500/-
2	Above Rs.1,00,000/-	Rs.1,000/-
3. The fee shall be paid by a crossed bank draft or banker cheque in favour of Appellate Authority payable at his head quarter.
4. The quorum for the meeting would be 50% members including the Chairman of the committee.
5. The Appellate Authority is required to take a consensus decision in cases. Cases decided by Appellate Authorities shall not be heard by Consumer Grievance Redressal Forum(s) constituted by Nigams.

### (3) Theft of energy

- a) If on checking a premises by an Authorized Officer, prima-facie an evidence is found that a person, dishonestly
  - (i) taps the line or makes or causes any connection to be made with overhead, underground or under water lines or cables, or service wires, or service facilities of a Nigam as the case may be; or
  - (ii) tampers a meter, installs or uses a tampered meter, current reversing transformer, loop connection or any other device or method which interferes with accurate or proper registration, calibration or metering of electric current or otherwise results in a manner whereby electricity is stolen or wasted; or
  - (iii) damages or destroys an electric meter, apparatus, equipment, or wire or causes or allows any of them to be so damaged or destroyed as to interfere with the proper or accurate metering of electricity, shall be the conclusive proof of being involved in the theft of electricity and the electric supply will be

disconnected immediately.

- (iv) uses electricity through tampered meter; or
- (v) uses electricity for the purpose other than for which the use of electricity is authorized,

Provided, it is proved that an artificial means or means not authorized by the Nigam exist for the abstraction, consumption or use of electricity by the consumer, it will be deemed that an act of abstraction, consumption or use of electricity has been dishonestly caused by such a consumer and will be treated as theft of electricity, unless otherwise proved by the consumer.

The State Govt. vide its notification No. F.15(4) Energy/2003 dated 25/28-04-08 had designated the following officers of Jodhpur Discom as Authorised officers

S.No.	Authorised Officers	Category
1	JEN/AEN/XEN[(O&M)/(REC)/(M&P)/(IA)/(Vig.) & FM (AENs)]	Domestic
2	JEN/AEN/XEN[(O&M)/(REC)/(M&P)/(IA)/(Vig.) & FM (AENs)]	Non Domestic LT Supply
3	AEN/XEN[(O&M)/(REC)/(M&P)/(IA)/(Vig.) & FM (AENs)]	Non Domestic HT Supply
4	JEN/AEN/XEN[(O&M)/(REC)/(M&P)/(IA)/(Vig.) & FM (AENs)]	Agriculture
5	JEN/AEN/XEN[(O&M)/(REC)/(M&P)/(IA)/(Vig.) & FM (AENs)]	Small Industry
6	AEN/XEN[(O&M)/(REC)/(M&P)/(IA)/(Vig.) & FM (AENs)]	Medium Industry
7	AEN/XEN[(O&M)/(REC)/(M&P)/(IA)/(Vig.) & FM (AENs)]	Large Industry
8	AEN/XEN[(O&M)/(REC)/(M&P)/(IA)/(Vig.) & FM (AENs)]	Bulk Supply for Mixed Load

Provided that the officers senior in rank and having jurisdiction in concerned area shall also have powers of sub section(2) of Section-135 of the said Act.

b) Disconnection

The Authorized officer will serve a copy of inspection memo alongwith seizure memo, if any, as above and cause the Nigam to immediately disconnect the supply. With the help of concerned billing officer of the Nigam, the Authorized officer will assess the civil liability based on the quantum of assessment, period of assessment and rate of charges as specified hereunder.

The sub-divisional or divisional officers or officers higher in rank to them shall be the authorized officer to disconnect the electricity supply of LT & HT consumers as follows :

1. LT supply connections	Concerned Sub-divisional officer/ Asstt. Engineer of respective Nigam.
2. HT supply connections	Concerned Divisional Officer/ Executive Engineer of respective Nigam.

c) Legal Action

- i) If the Authorized Officer reaches the conclusion that a theft of electricity has taken place, he will lodge a complaint in the Special Court constituted under section 153 of the Electricity Act 2003 or with the police under the Rule 12 of the Electricity Rules, 2005, as per guidelines of the Nigam within 24 hours from the time of such disconnection. If the case is fit for compounding, it can be compounded on request as per Sub Clause (4) by the officer empowered to compound it.
- ii) In case legal proceedings are initiated, the consumer may be liable to punishment and the fine could be imposed under section 135 of the Act, by a Special Court constituted under Section 153 of the Act.
- iii) The amount of civil liability as may be determined by the said court under Section 154 of the Act shall have the adjustment of amount already recovered towards provisional amount of civil liability.
- d) Quantum of Provisional Assessment

The quantum of electricity for civil liability shall be provisionally assessed as here-under:

Category	LT Supply (Units/kW*/month)	HT Supply (Units/kVA**/month)
Domestic	85	100
Non-Domestic	250	600
Public Lighting	300	Not applicable
Agriculture-general category other than continuous /24 hours supply	200	Not applicable
Agriculture- others	600	Not applicable
Small Industry	200 per shift	Not applicable
Medium Industry	200 per shift	200 per shift
Mixed Load	150	150
Large Industry	Not applicable	200 per shift

Note: For the purpose of assessment

\*(a) total connected load or sanctioned connected load, whichever is higher, shall be considered for LT supply.

\*\* (b) Contract Demand or highest of the maximum demand recorded during the last 6 months, whichever is higher, shall be considered for HT supply.

e) Period of Assessment

The Authorized Officer will determine the period of theft, based on the available/ seized/ inspection record and the record available with the billing officer of the Nigam, the period not exceeding 12 months preceding the date of inspection. However, in case it is not feasible, it will be presumed that such an act was continuing for a period of 12 months immediately preceding the inspection date.

f) Rate of Charge

The amount of civil liability shall be provisionally assessed twice the tariff charged as per tariff schedule in vogue during the period of assessment.

g) Billing

The amount so assessed will be reduced by the amount of energy recorded by the meter or fixed charges amount, as the case may be, chargeable at normal rate and balance



amount will be charged from the consumer by separate billing indicating the details. In case of non-payment, the amount will be shown as arrear in the regular bill and further action will be taken for recovery. In case a person not being a consumer, the demand will be raised and conveyed through a letter of demand, for making payment.

h) Restoration

The connection as per sanctioned load will be restored on receipt of a written undertaking from the consumer about discontinuance of such use, to the satisfaction of the Nigam and on deposition of the amount of civil liability provisionally assessed as above, which will be subject to adjustment of civil liability determined by the Special Court constituted for the purpose.

Provided that the Nigam, on payment of the assessed amount or electricity charges in accordance with the provisions, shall without prejudice to the obligation to lodge the complaints as referred above shall restore the electricity supply within forty eight hours of making the payment.

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 10kilowatt, such person will be debarred from getting the electricity supply for a period as may be directed by the court which shall not be less than three months but may extend to two years and will also be debarred from getting the electricity supply for that period from any other source.

**(4) Compounding of offences.**

The Empowered Officer may, on the application made by the consumer or a person who has committed or is suspected of having committed a theft of electricity, after initiating legal proceedings in Special court as per sub-clause 3(c) above and after its satisfaction of first compounding, may accept a sum of money by compounding the offence at the rates notified by the State Government under section 152 (1) of the Act, and in absence of which, as per table appearing with that section.

a) On payment of a sum of money as above, any person in custody in connection with that offence of theft of electricity will stand exonerated and no proceedings will be instituted or

continued against such consumer or person in any criminal court.

- b) The acceptance of such sum of money for compounding an offence will be deemed as acquittal within the meaning of section 300 of the Code of Criminal Procedure, 1973.
- c) For availing such compounding, the consumer or person will furnish an undertaking to the effect that such compounding of criminal offence of theft of electricity, is being done first time.

**49. Recovery of old dues.**

- (1) Notwithstanding anything contained in any other law for the time being in force, no sum due from any consumer on account of charges for electricity or any sum other than a charge for electricity shall be recoverable after a period of two years from the date when such sum became first due, unless such sum has been shown continuously as arrears and the Nigam shall not cut off supply of electricity.
- (2) Before effecting recovery of arrears, the Nigam shall furnish details of arrears to the consumer & consider his representation, if any.
- (3) For recovery of old outstanding dues, the Nigam may prepare a Scheme for all or some categories of consumer(s) lying connected/ disconnected wherein reduction/waival of interest/LPS/DPS may be allowed as a special case and as per the guidelines issued by the Commission from time to time. Such schemes shall not be a regular feature and would be introduced for a limited period with prior intimation to Commission and shall exclude the cases of theft/malpractices and the consumers already benefited from such scheme in last 3 years.

**50. Redressal of grievance**

- (1) A consumer may approach the "Grievance Redressal cum Settlement Forum, set up by the Jodhpur Discom for redressal of grievances, both monetary in nature & general or Non-monetary in nature.
- (2) The grievance of the consumer shall be classified as here-under:
  - (i) **Monetary in nature:** Consumer grievance relating to electricity bills, recovery of arrear, payment of demand raised by the Nigam except the cases covered U/s 126 & 135 of the Act.

- (ii) **General or Non-monetary nature:** Consumer grievances such as relating to quality of supply, defects in service & standards of performance by the Nigam.

**51. Forum for redressal of grievance**

**(1) The jurisdiction of the Forum:**

**(A) Grievances of Non-monetary/general nature:**

- (a) Divisional Forum - Grievance of LT supply consumers of the Division
- (b) Circle (District) Forum - Grievance of HT supply consumers of the Circle
- (c) Corporate Forum - Grievance of EHT supply consumers

**(B) Grievance of Monetary nature:**

- (a) Sub-divisional Forum - Monetary limit of Rs. 10,000/-
- (b) Divisional Forum - Monetary limit of Rs. 25,000/-
- (c) Circle (District) Forum- Monetary limit of Rs. 3,00,000/-
- (d) Corporate Forum - More than Rs. 3,00,000/-

**(2) Constitution of various Forums:**

Following are 4-tier "Grievance Redressal cum Settlement Forum". The forum may be reviewed by the Board of Directors of the Nigam under intimation to the Commission and may be reconstituted from time to time:-

**(A) Sub-Divisional Forum**

(1) The following shall constitute the forum:

- (a) The Assistant Engineer of the Concerned O&M sub-division. Chairman
- (b) Asstt. Revenue Officer/Sub-divisional Accountant of the concerned sub-division. Member Secretary
- (c) Junior Engineer (O&M) to be nominated by the concerned Executive Engineer amongst his Division. Member
- (d) Independent person as nominated by RERC Member

(2) At least 50% members including the Chairman shall constitute the quorum. The forum is empowered to entertain cases involving grievances of monetary in nature. Cases, which

have been made out by Vigilance/Audit/M&P Wing, shall not be entertained by this forum.

**(B) Divisional Forum**

(1) The following shall constitute the forum:

- (a) The Executive Engineer (O&M) of the concerned Division Chairman
- (b) Asstt. Engineer (O&M) of the concerned Sub-division Member Secretary
- (c) Asstt. Revenue Officer of the concerned O&M Sub-division Member
- (d) Representative of the Internal Audit wing posted at the headquarter not below the rank of Asstt. Accounts Officer and in his absence of AAO of the concerned Circle (for the case the dispute is arising out of Audit objection.) Member

OR

Executive Engineer (M&P) of the area or his representative not below the rank of Asstt. Engineer (For the cases made out by M&P Wing). Member

OR

Asstt. Engineer (Circle Vigilance) or Asstt. Accounts Officer to be nominated by the Vigilance wing (For the cases made out by Vigilance wing) Member

- (e) Independent person as nominated by RERC Member

(2) At least 50% members including the Chairman shall constitute the quorum.

**(C) Circle (District) Forum**

(1) The following shall constitute the forum:

- (a) Superintending Engineer(O&M) of the Circle concerned. Chairman
- (b) Executive Engineer of the concerned Division. Member Secretary

- (c) Accounts Officer of the circle concerned Member
- (d) Executive Engineer (Comml)/Sr. Accounts officer if considered necessary to be nominated by the Commercial wing. Member
- (e) Superintending Engineer(M&P) of the area or his representative not below the rank of Executive Engineer (for the cases made out By M&P Wing). Member
- OR
- Any Officer of the Vigilance Wing not below the rank of AEN to be nominated by Vigilance Wing (for the cases made out by Vigilance) Member
- OR
- Any Officer of the I.A. wing not below the Rank of AAO to be nominated by I.A. wing (for the cases made out by I.A. wing) Member
- (e) Independent person as nominated by RERC Member
- (2) At least 50% members including the Chairman shall constitute the quorum.
- (D) Corporate Forum
- (1) The following shall constitute the forum:
- (a) Managing Director Chairman
- (b) Director (Finance) Member
- (c) Director (Technical) Member
- (d) Chief Engineer (HQ) Member Secretary
- (e) Zonal Chief Engineer Member
- (f) Chief Accounts Officer Member
- (g) Executive Engineer(Legal) Member
- (h) Independent person as nominated by RERC Member
- (2) At least 50% members including the Chairman shall constitute the quorum. The Chairman may invite other Chief Engineer and/or officer in required, as special invitee.
- (3) Registration of complaint/grievances:**
1. The Nigam will specify its offices where the complaints can be made and registered.

2. Grievances Redressal Cum Settlement Forum shall entertain the application from the consumer for redressal of disputes.
3. If a notice is received from any Civil Court or any Forum/ Commission constituted under Consumer Protection Acts, the case may be taken up suo moto by the respective "Grievance Redressal cum Settlement Forum". In such case, no fee would be charged from the consumer. If a legal notice is received from an advocate of the consumer, the case may also be taken up by the respective settlement committee but in that case the fee would be charged.
4. A case referred by the "State Consumer Forum", for settlement which falls under the jurisdiction of Sub-Divisional/Divisional Level Forum would, however, be heard by Circle (District) Forum.
5. Complaints can be made orally in person or on telephone or in writing to the duty in charge at the specified office.
6. Each complaint will be entered in a register meant for the purpose under the Rajasthan Electricity Regulatory Commission ('Distribution Nigams' Standards of Performance) Regulations, 2003, each complaint will be assigned a number which is to be conveyed to the consumer.
7. In urban complaints centers, the Nigam will provide the facility of complaint registration via Interactive Voice Recording system through telephone in a phased manner for which a definite time frame will be given and acted upon.
8. The Nigam shall endeavour its best efforts to redress the consumer complaint at the initial stage. However, in case of non-satisfaction, the aggrieved consumer may approach the appropriate Forum in person or through post for redressal of his grievance and may also request for interim relief, if so required.
9. The office of the Forum Chairman or the authorized officer/ official will acknowledge the grievance received, indicating the registration number and the date.
- (4) Registration Fee:**
- (a) No fee shall be payable by the consumer for the redressal of non-monetary nature of grievance.
- (b) The registration of monetary nature grievances will attract a fee of:

- (i) at sub-divisional Forum - Rs. 50/-
  - (ii) at Divisional Forum - Rs. 100/-
  - (iii) at Circle (District) - Rs. 250/-
  - (iv) at Corporate Forum - Rs. 1000/-
- (c) In case of Central/State Government, fees shall not be chargeable.

**(5) Disposal of grievances:**

- (a) The Forum will redress the consumer grievances as per the mechanism for pre-litigative conciliation at the request of the consumer to arrive at possible settlement i.e. through compromise with fairness, equity and justice on merit of each case considering the provisions of the Act, Rules and Regulations and directions of the Commission and the provisions of the settlement committee.
- (i) Where the mutual consensus is arrived at settlement proceeding will be recorded and a copy thereof will be made available to the consumer.
  - (ii) Where no mutual consensus is arrived at, the forum will pass speaking orders on merits indicating the contention of the consumer and ruling of the Forum.
  - (iii) Consumer aggrieved by the decision of Sub-Divisional/ Divisional/Circle Forum will have the option to approach the Corporate Forum before making an appeal to the Ombudsman. For monetary nature of grievances, a fee of Rs.750/- be deposited while appealing the Corporate Forum.
- (b) The Chairman of the Forum, on considering the grievance, if satisfied, may grant an interim relief, pending final disposal of the grievance where prima-facie it appears to be genuine and the consumer is likely to suffer an irreparable loss if, an immediate relief is not provided.
- (c) Every Forum, at the office will display the date of meeting last held & the next meeting scheduled number of grievances settled and pending.

**(6) Time frame for disposal of grievances:**

Normally, the grievance will be disposed of in 30 days and in any case not exceeding 45 days from the date of its receipt registration.

**(7) Appeal:**

- (1) If a consumer's grievance is not redressed by the Forum within the specified time or the consumer is not satisfied with the disposal of his grievance, he will be free to approach the 'Ombudsman' appointed by the Commission as per RERC (Settlement of Dispute by Ombudsman) Regulation, 2003.
- (2) If an appeal is made by the aggrieved consumer due to non-disposal of his grievance by the Forum in the given time frame, the matter with the earlier Forum will stand dropped.

**(8) Wide publicity of Form office:**

Complete address and telephone number of the Complaint Center and Grievance Redressal Forum must be intimated to the consumers through electricity bills and wide publicity be given through press and media and in sub-divisional (AEn) Offices.

**(9) Monitoring of grievances:**

- 1. The Nigam will set up a mechanism at Circle level for close monitoring of the grievances redressal. The information will be compiled at corporate level ensuring the adherence of the time schedule laid down by the Commission.
- 2. The Nigam will send quarterly reports to the Ombudsman and to the Commission in the form specified by RERC, from time to time in respect of standards of performance, other performance parameters and consumer grievances related information showing the extent to which the time schedule has been followed in redressing the consumer grievances. Regular quarterly reports will be sent by the Nigam at the end of the month to the Commission.

**(10) Consumer's Rights Protection:**

Nothing contained in these regulations shall in any way prejudice or affect the rights and privileges of the consumers under the other laws including the Consumer Protection Act, 1986 (Central Act No. 68 of 1986)

**(11) Nomination of a Member in the Forum by the Commission:**

The Commission will nominate one independent Member in each Forum, established by the Nigam. The qualifications and experience of the persons nominated as Member of the Forum and remuneration shall be as per guidelines specified by the Commission incorporating the manner and term of

appointment, removal of Member etc.

## 52. Ombudsman

Any consumer, who is aggrieved by non-redressal of his grievance under clause 51, may make a representation for the redressal of his grievance to the ombudsman appointed by the Commission.

## 53. Temporary supply

- (1) On receipt of an application in Form (Annex.-4) along with application fee as per item 1 of Part -II, the Nigam may provide temporary supply preferably through a pre-paid meter.
- (2) General terms and conditions shall be as applicable for permanent connection except the following:
  - (a) Temporary connection shall not be released under Public Street Lighting & Agriculture categories.
  - (b) Temporary connections shall not be released to the places of permanent wedding houses.
  - (c) The application shall be made on a non-judicial stamp paper, of value as prescribed by the Government of Rajasthan (presently Rs. 10/-). In case the application is not made on a stamp paper, a stamp paper duly endorsed as under and signed, shall be attached with the application form:

'This stamp paper is attached with the application form for an electric connection in the \_\_\_\_\_ category, in the name of Shri/Smt./ M/S \_\_\_\_\_ s/o / D/o / w/o / Shri \_\_\_\_\_ resident of \_\_\_\_\_ towards completion of stamp duty.'
  - (d) The consumer may lay his temporary service line drawn through a licensed electrical wiring contractor. The service line shall, however, conform to Rules,.
  - (e) Temporary supply will be given for a period not exceeding one month in the first instance, but the supply can be extended for further periods not exceeding one month on each occasion after collecting additional deposits to cover the extended period. For construction works connection may be granted for longer period.
  - (f) Where temporary supply is required for a fair, exhibition, touring cinema, circus etc. the same shall be sanctioned in the first instance for the entire period of validity of the license/

permission or for the period requisitioned for, whichever is shorter.

- (g) The meter reading for temporary supplies will be taken at the end of each fortnight or at the end of period applied for whichever is shorter. Where supply is given at HT or EHT, the meter readings will be taken once in a week.
- (h) The energy meters shall be provided on the distributing mains from which the service line for temporary connection has been tapped.
- (i) For construction of a building where the period of construction is more than one year and if the applicant desires to take permanent connection, then permanent connection under respective category could be released. However the existing consumers under LT domestic & non-domestic categories may use supply upto 25% of his sanctioned connected load for further construction purposes, from its permanent connection. This facility shall not be available for construction of Building Complexes and to other categories of consumers.
- (j) Where arranging temporary supply necessitates replacement of existing transformer, supply will be arranged only on the condition that the applicant meets the hire charges of new transformer as per item 16 of Part -II.
- (k) The applicant requiring temporary connection shall be required to pay the charges as per item 16 of Part -II.

## 54. Parallel operation of generating set

If a consumer desires to operate his generating set in parallel with Nigam's/ Prasaran Nigam's grid system, he will have to obtain prior permission in writing from the Nigam and Prasaran Nigam and shall have to pay charges determined by the Commission.

## 55. Consumer's switchgear, installation and apparatus

### (A) General

#### Mains

- (1) The consumer's mains shall in all cases be brought back to the Nigam's point of supply and sufficient cable shall be provided for connecting up with the Nigam's apparatus.

#### Approval from Nigam

- (2) Before any wiring or apparatus in case of LT consumer and transformer, switchgear and other electrical equipment in the case of HT consumer is connected to the Nigam's system, the same shall be subject to inspection and approval of the Nigam for compliance of Rules 45, 47 to 51 and 63 and no connection will be made without Nigam's approval. Further, installations with connected load exceeding 5 (five) kW and large building/complex must comply with provisions of the Rules relating to earth leakage.

#### Switches and fuses

- (3) The consumer shall provide proper linked quick break main switches or circuit breaker of requisite capacity to carry and break current in each conductor near the point of supply and main switches or cut-outs at other points of sub-distribution in his premises. Main switch or circuit breaker should be so located as to be quickly accessible at all times. All switches/circuit breakers should be on the live wire and the letter 'N' should be painted on the wooden board directly underneath the neutral conductor where it leaves the consumer's main switch. No single pole switch or cutout or circuit breaker should remain inserted in any neutral conductor unless it is linked mechanically with that of respective phase wise as per rule 32 of the Rules.

#### Balance of installation

- (4) If the connected load of any installation exceeds 5 kW, the installation shall be wired for three phase supply system, separate neutral wires being brought back for each phase to the Nigam's point of supply. An approved type of linked switch (double pole) or circuit breaker shall control each main circuit. The lamps, fans or any other apparatus of which the installation consists shall be so grouped that under normal working conditions the current will be balanced and no significant current will be flowing in the neutral wire.

#### Earthing

- (5) Gas and water pipes shall on no account be used for earthing purposes. All wiring shall be kept away as far as possible from gas and water pipes.

#### Plugs

- (6) All plugs shall be switched on the live wire and not on the neutral.

#### Wiring

- (7) For protection of consumer and public in general, it is necessary that wiring on the consumer's premises should conform to the Rules, Wiring shall be carried out by a licensed Electrical Contractor as per rule 45 of the Rules. As soon as the consumer's installation is completed in all respects and tested by the consumer's contractor, the consumer should submit to the Nigam wiring contractor's completion and test report i.e. 'L-Form'.
- (8) Applicant shall furnish L-form in the sub-divisional office.
- (9) As required under Rule-45, no electrical installation work (including additions, alterations, repairs and adjustments to existing installations) except such requirements of lamps, fans, fuses, switches and other component parts of the installation, as it in no way alters the capacity and character of the installation shall be carried out upon the premises on behalf of any consumer or owner for the purpose of supply of energy to such consumer or owner, except by an Electrical Contractor licensed by the Government in this behalf and under the direct supervision of a person holding a certificate of competency issued by the Government. Any person committing breach of Rule-45 shall render himself liable to punishment under Rule-139.
- (10) Provision of Rule-32, shall be complied within consumer's installation by not inserting a cut-out, link or switch other than a linked switch arranged to operate simultaneously the neutral and live conductors.

#### Wiring of motive loads

- (11) As per standard practice, A.C. motors shall be provided with control gear so as to satisfactorily prevent maximum starting current of consumer's installation exceeding the limit given in the following schedule at any time under all possible conditions. Failure to comply with this condition will render the consumer liable to disconnection from the supply on account of interference with supply to other consumers.

<b>Nature of Supply</b>	<b>Size of installation</b>	<b>Limits of maximum starting current</b>
Single-Phase	Upto and including 3 BHP	6 x full load current
Three-Phase	Upto and including 3 BHP	3 x full load current
	Above 3 BHP and upto & including 10 BHP	2 x full load current
	Above 10 BHP and upto & including 50 BHP	1.5 x full load current
	Above 50 BHP	1.25 x full load current

Motors of above 3 BHP shall be wound for three phase, 400 Volts between phases.

- (12) The Nigam by general order may in exceptional cases may relax the requirement in the starting current & type of motor for three phase. Such orders shall be available in each sub-divisional office.
- (13) Wiring for motor shall be run with all wires bunched in a single metallic conduit, which shall be efficiently earthed throughout and connected to the frame of the Motor from which two separate and distinct earth wires shall be run. The minimum size of the earth copper wire permitted is 3.2 mm diameter / 8 sq. mm (10 SWG). Installation of all motors shall comply in every respect with the Rules.
- (14) Motor of rated capacity not exceeding 3 BHP may be started direct from the consumer's mains by means of linked pole switch but motor of greater rated capacity must be provided with a starting resistance or auto-transformer or star-delta switch or other kind of starting gear of type & make approved by the Nigam to contain starting current within above limit.
- (15) All starters provided by the consumer must have overload and no-volt release gear, which must at all times be maintained in perfect working order.
- (16) As far as practicable, loads should be steady and not fluctuating. The Nigam reserves the right to refuse loads with heavy fluctuations or ask the consumer to restrict the severity of fluctuations/ kicks as may be necessary for maintaining efficient supply to other consumers in the area/ locality.

#### Power factor

- (17) All categories of new consumers with a connected load of more than 25 HP other than agriculture category, shall install shunt capacitors of appropriate ratings, to ensure minimum power factor of 0.90 (90%).
- (18) The existing consumers are also required to install capacitors and maintain these in working condition failing which surcharge as per tariff shall be levied. The supply shall be disconnected if the failure continues for 3 months.
- (19) In case the average power factor falls below 0.70 (70%) the installation shall be disconnected after serving 7 (seven) days notice and disconnection shall continue until remedial measures to ensure an average power factor of 0.90(90%) are taken.

#### Consumer's responsibility for safety of his installation

- (20) While observing compliance with various provisions of these terms and conditions, including inspection & testing, the Nigam neither accepts any responsibility for consumer's installation or apparatus nor does he certify the fact that the wiring or installation etc. has been carried out in the best possible manner.

#### Fault in consumer's installation/apparatus

- (21) In the event of detection of any defect in the consumer's wiring or apparatus connected to the system or any earth leakage on any section of consumer's circuit or apparatus, the consumer shall disconnect the same forthwith and intimate the same to the Nigam. The supply shall not be re-connected after removal of the defect without the consent of the Nigam. The Nigam also reserves the right to disconnect the supply should the defect comes to its notice independently or otherwise.

#### (B) Consumer's installation for LT Supply

- (22) The LT-supply consumer must in all cases provide circuit breaker or linked quick-break main switches or main fuse on each pole other than the earthed neutral.

#### (C) Consumer's installation for HT/EHT supply

- (23) In addition to the above provisions, a HT / EHT consumer shall provide on HT/EHT side (after metering equipment) a gang operated triple pole isolating switch with HT/EHT fuses of fast blowing characteristic which shall be graded to so operate that

they blow off before the over load protective devices in the Nigam's terminal cubical operate. Suitable Automatic Circuit Breaker of a make approved by the Nigam shall also be installed by the consumer on the low-tension side of the transformer/ on each feeder. The consumer may, instead of providing HT/EHT fuse, install suitable Circuit Breaker fitted with automatic overload protective device and of sufficient rupturing capacity to be specified by the Nigam to protect his installation under short circuit condition. These switchgears shall be maintained by consumer to the reasonable satisfaction of the Nigam.

- (24) A consumer shall consult the Nigam in his own interest before ordering HT/EHT switchgear and deciding on the layout thereof. He shall strictly comply with all directions, specifications, clearance and standard layout prescribed by the Nigam from time to time.
- (25) A consumer requiring HT or EHT supply must provide and maintain at his expense a locked and weather proof enclosure of a design to be approved by the Nigam for purposes of housing the Nigam's terminal, high tension switchgear and metering equipment. Such enclosure shall be provided at the entrance of the premises and may also be used by the consumer for housing his own HT/EHT switchgear; transformer and other apparatus with the permission of the Nigam in writing but such enclosure shall not be used for any other purpose. The Nigam shall have free access to the enclosure at all time without any notice for purposes of inspecting, testing and maintenance of the Nigam's apparatus.
- (26) Oil filled transformer installed indoor shall not be on any floor above the ground. Only "Dry Type Transformers" would be installed if the transformer is to be installed in basement or underground.

(D) Harmonic voltage distortion

- (27) An HT/EHT consumer shall carry out harmonic analysis under full load conditions. Harmonics produced by the consumer's load shall be such that individual harmonic voltage distortion (Vn) and total harmonic voltage distortion (Vt) at the point of supply does not exceed 1% (one percent) and 3% (three percent) respectively. The individual harmonic voltage distortion (Vn) shall be root mean square amplitude of a harmonic voltage, of that order and expressed as a percentage of root mean square amplitude of the fundamental. Total

harmonic voltage distortion (Vt) expressed as a percentage of the root mean square amplitude of the fundamental shall be as calculated using the following expression, where V<sub>2</sub>, V<sub>3</sub> .....are the second, third .....harmonic voltage distortion,

$$V_t = \text{Square root of } (V_2^2 + V_3^2 + \dots + V_{13}^2)$$

- (28) The consumer shall install compensating devices like harmonic filters, etc, to reduce harmonic voltage distortion. If the harmonic voltage distortion is observed by the Nigam to have exceeded the prescribe limits, the Nigam shall give to the consumer six (6) months' notice to install compensating devices to bring the harmonic voltage distortion within limits.
  - (29) In case of failure of consumer to install compensating devices within the stipulated notice period, the supply to the consumer may be disconnected.
- (E) Agriculture pumping load
- (30) For intending agricultural consumer, the following conditions shall also be obligatory:
    - a) Use of Rigid Poly Vinyl Chloride (RPVC)/ High Density Poly Ethylene (HDPE) pipes and fittings of ISI mark for both suction and delivery pipelines. HDPE pipe manufactured with 100% virgin raw material (not with recycled material) or RPVC pipe capable of with-standing continuous exposure to sunlight and ultra violet rays on both the suction and delivery side pipe shall be of ISI mark.
    - b) The use of mono block or direct-coupled pumps of ISI mark.
    - c) Installation of low resistance foot valve having 'K'-value less than 0.8 for open wells and 1.2 for bore wells. The foot valve must bear ISI mark ('K' stands for coefficient of friction i.e. frictional resistance to the flow of water in RPVC and HDPE pipes).
    - d) Avoid short bends in the delivery pipelines.

**56. Nigam's mains and apparatus**

- (1) The meter box/ panel shall be provided by Nigam for LT & HT/EHT supply consumers at consumer's cost. In case of large building/ complex, the metering cubical panel of design approved by Nigam, with complete sealing arrangements, shall be provided by the consumer at his own cost on the ground floor. The consumer shall also provide Circuit Breakers/



Switches/ Isolators on load side & these shall on no account be removed by any person not so authorized by the Nigam. Likewise the seals, nameplates and distinguishing number or marks of the Nigam affixed on the Nigam's property shall not be interfered with on any account or broken, removed or erased except by the Nigam.

- (2) All wires, between which a difference of potential of 250 volts or more exists, shall be made inaccessible to unauthorized persons and enclosed in an earthed metallic casing or conduit. A "CAUTION" board printed in Hindi and English shall be affixed thereto.
- (3) On receipt of an application from an HT/EHT consumer, the Nigam may grant permission to operate Nigam's terminal switches, fuses or circuit breakers for the purpose of isolating consumer's HT/EHT apparatus in case of an emergency.
- (4) The Nigam shall have the right to use service line of a consumer for supply to other premises in the neighborhood, provided the supply to the consumer is not adversely affected thereby. Permission to lay cables under, across, over or through the consumer's premises or for fixing apparatus upon the said premises by the Nigam shall be deemed to be implied and vested in the Nigam.

#### **57. Inspection and testing**

- (1) Before release of connection, the Nigam shall notify to the consumer, the time and day when the Nigam proposes to inspect and test the installation. It will then be the duty of the consumer to arrange for the wiring contractor employed by him, to be present at the time of inspection to give the Nigam any information required by him concerning the installation.
- (2) No connection shall be made until the consumer's installation is inspected and tested by the Nigam and found satisfactory. No charge shall be made for the first such inspection and testing by the Nigam but subsequent inspection and testing, due to faults found at the initial inspection and testing or failure of the contractor's representative to keep the appointment as indicated in sub-clause (1) above shall be charged as per item 6 of part-II.
- (3) Before taking the insulation test of the installation, the wiring must be completed in every respect. All fittings must be completed, fuses inserted and all switches to be in the 'ON' position before the tests shall be carried out. Temporary wires

or fitting or dead ends should not be included in the installation and no part of work should be left incomplete. Manufacturer's test certificate of all HT/EHT apparatus shall be produced if required.

- (4) In addition, the Nigam may test the HT/EHT installation applying standard test voltage in accordance with the Rules.
- (5) If the installation is found in order the connection shall be released otherwise consumer shall be intimated accordingly for removing the defects and submitting revised L-form along with re-inspection & testing fee as per item 6 of Part -II. On removal of defects & deposition of fees, the installation shall be re-inspected& tested.

#### **58. Standard of Performance**

The Nigam has prescribed the Standards of Performance (SoP) in compliance with the regulation specified by the Commission. The SoP prescribes standards for supply of electricity to consumers. The limits prescribed in the Standards referred to the maximum time required to be taken to perform different activities of consumer's services, interruptions in power supply, quality of power supply, reliability of the system, complaints regarding meter/metering equipment, time frame for release of connection etc. Any person may obtain a copy of the SoP from the Nigam on payment.

#### **59. Consumer Charter**

The charter of consumer's right for safe, reliable and efficient supply of electricity to consumers has also been prescribed by the Nigam as approved by the Commission. The charter of consumers right prescribe rights of the consumers with regard to minimum duration of notices before disconnection of power supply, provisions regarding entry in consumers installations, issue of notices for scheduled interruptions in power supply accuracy of metering equipments, redressal of consumers complaints/grievances etc. Any person may obtain a copy of the same on payment.

#### **60. Distribution Code**

The Nigam has prescribed the distribution code duly approved by the Commission, which mainly consists of the distribution planning code, distribution operation code, construction practice manual & maintenance practice manual. The provisions incorporated in the distribution code applicable to

the Nigam as well as to consumers and other specific users of Nigam's distribution system .The code maintaining technical and designed criteria and procedure to be followed by the Nigam in planning and development of its distribution system. The code also specifies regulations necessary to maintain quality, security and operation of the system. The construction and maintenance practice have been also been prescribed in the code for compliance by the Nigam. Any person may obtain a copy of the same from the Nigam on payment.

**61. Metering Regulations**

Rajasthan Electricity Regulatory Commission has also approved the metering Regulation specifying norms and class of accuracy of meters of various categories. Any person may obtain a copy of the same from the Nigam on payment.

**62. Interpretation**

If a dispute arises about interpretation of any provision of these terms and condition, the decision of the MD of the Nigam shall be final. However, in case of a policy matter he may refer the matter to the Commission. All matters of interpretation decided by the MD or the Commission shall be incorporated in these "Terms and Conditions for Supply of Electricity" by suitable amendments.

**63. Removal of Difficulties :**

In case any difficulty arises in giving effect to any of the provisions of these regulations or in the matter of interpretation of the various clauses of these regulations or related matters, the Commission may by general or special order direct to take such action as may appear to the Commission to be necessary or expedient for the purpose of removing difficulty.