

AJMER VIDYUT VITRAN NIGAM LIMITED



Terms and Conditions for Supply of Electricity – 2004

Second edition

Price

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AJMER 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, Ajmer Vidyut Vitran Nigam Limited, Ajmer, hereby lays down the terms and conditions for supply of 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 dated 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(in Volume-II) and shall be called

" Terms and Conditions for Supply of Electricity - 2004 "

- (2) This shall come into force with effect from
13.08.2004.

2. Definitions

In this document unless the context otherwise requires;

- (1) "Act" shall mean the "Electricity Act, 2003",
(2) "Application" shall mean application cum agreement for electric connection as per **Form-1**, 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 **(Form-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 "Ajmer Vidyut Vitran Nigam Ltd., Ajmer" 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, and the Electricity Act-2003 in that order.

Part-1

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

Category of Consumer	Character of Service	
a) Domestic	i) Connected Load up to 5 kW ii) Connected Load above 5 kW iii) Contract/actual demand more than 50KVA.	i) LT Single phase or three phase at the option of the consumer, ii) LT Three phase iii) HT 11kV or 33 kV whichever is feasible
b) Non-Domestic	i) Connected Load up to 5 kW ii) Connected Load above 5 kW iii) Contract / actual demand more than 50 KVA	i) LT Single phase or three phase at the option of the consumer ii) LT Three phase iii) HT 11 kV 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) ii) Connected Load above 5 kW (6.7 HP) but up to 18.65 kW(25 HP)	i) LT Single phase or three phase at the option of the consumer ii) LT Three phase
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 ii) Connected Load above 18.65 kW (25 HP) and up to 112 kW (150 HP) but contract/ actual demand is above 50kVA and upto 125kVA	i) LT Three phase ii) HT11kV
g) Large Industrial (except Railway Traction)	i) Connected Load above 112 kW (150 HP) and/or contract/ actual demand above 125 KVA but up to 1500 KVA ii) Contract/ actual demand is above 1500 KVA but up to 5000 KVA iii) Contract/ actual demand above 5000 kVA	i) HT11kV ii) HT 33 kV iii) EHT132kV or 220kV
h) Mixed Load	i) Connected Load up to 5 kW ii) Connected Load above 5 kW but contract/ actual demand remains up to 50 KVA	i) LT Single phase or three phase at the option of the consumer ii) LT Three phase

	iii) Connected Load above 5 kW and contract/ actual demand is more than 50 kVA but up to 1500 kVA iv) Contract/ actual demand above 1500 kVA but up to 5000 kVA v) Contract/ actual demand above 5000 kVA	iii) HT11kV iv) HT33kV v) EHT132kVor220kV
i) Railway Traction	Contract/ actual demand above 5000 kVA	Phase to phase supply at the voltage specified for large industrial consumer

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 Discom itself may install transformer at the premises of the consumer and charge the transformer rent as per Scale of Miscellaneous Charges 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 the concerned sub-divisional office. The application shall be in the **Form -I**. 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 **Form -I**.
- (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 **item 2 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 electrical line and plant, he shall deposit only 15% of such expenses as supervision charges with his application towards electric line and electric plant.
- (4) In case the Nigam requires the applicant to give security for payment which may become due to him
 - (a) in respect of electricity supplied;
 - (b) in respect of electric meter when provided by the Nigam, the applicant enters into an agreement for its safe custody and rental 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. L-Form in respect of an agriculture connection or HT connection may be furnished later but before release of connection and its receipt obtained on its photo /Xerox 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 I 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.

5. Withdrawal of application:

- (1) If a person, after applying for connection, withdraws his application or refuses to take supply, the application fee shall be forfeited but the security money shall be refunded whereas the amount, deposited by the applicant towards the line cost plant and plant cost and will be refunded as here-under:

- i. In case the execution of work has not commenced by the Discom by that time Full amount
- ii. Otherwise 50% amount

The refund shall be made by the licensee within 30 days of the receipt of withdrawal/refusal letter, beyond which interest shall be payable at Bank rate.

- (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 complex

- (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 transformer as is released to other normal consumers. In that case the owner/builder/developer/group of consumers 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 such infrastructure provided for electrification by the owner/builder/developer/group of consumers 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 one time payment towards maintenance of 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 one time 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 also to be provided by the Nigam, then 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) up to 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 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 inside 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		15 days.
(ii)	11KVLine	Up to first 5 Km	30 days
		Next 5 Km each	15 days.
(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.

If on inspection of installation of applicant, any deficiency is found or the fitting is found to be incomplete, a thirty 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)	11/0.4KV S/S	30 days
(ii)	33/1 1KV S/S	120 days
(iii)	Extension of bay at 33/1 1 KV S/S	30 days
(iv)	132/33/11 KV 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)	33/11 KV S/S	60 days
(iii)	132/33/11 KVS/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, all rights of 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. The Nigam shall have a right to utilize optimally the aforesaid service line, 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 quality of supply to the consumer is not adversely affected. The consumer shall provide all necessary facilities for such work.

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.

(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.
- (19) Consumers other than Agriculture consumers situated in Rural Area(s) and requiring H.T. 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.

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 on any bank 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 wise, separately for the consumers falling under clause-8 and shall release connection to the consumers as per priority on first come first serve 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 premises 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 consumers) requesting him to get the loads clubbed and getting it changed into one connection in one name. If the consumers) 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 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 service of notice, the applicant fails to take the connection, the Nigam may recover the fixed charges as determined by the Commission for the relevant category of consumers for completed months after expiry of notice period till the applicant takes the connection. 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 the Regulations for electricity supply to agriculture consumers, application for supply, connection release priority, increase in connected load, shifting of connections, restoration of supply etc shall be governed by the policy directive issued by the State Government from time to time under section

108 of the Electricity Act, 2003 so far as it is not inconsistent with the provisions of the Act. The Nigam may incorporate the changes in the 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. until so revised by the commission through the Regulations.

- (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) All HT consumer shall be required to execute an agreement as per Form-II with the Nigam 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 form itself, shall form the agreement. The date of commencement of agreement shall be the date of release of connection, in both the cases. Minimum period for such agreement shall 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 terminate before the expiry of initial agreemental 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. 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 as 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, the

date of agreement shall be the date of commencement of supply to the consumer.

- (4) 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 there under.
- (5) Where the title of 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 provided that such policy guidelines contains provisions/schemes for recovery of outstanding dues of Nigam.

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 function 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 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 1 ½ 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 to be deposited by the consumer in cash, demand draft, pay order or banker cheque drawn on local branch of any bank.
- (3) In case of seasonal industries, the amount of security shall

be equivalent 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.

(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, under Clause 16 (D)(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 amount deposited with the Nigam exceeds Rs.500/- or 10% of the existing security whichever is more, the Nigam shall refund excess security amount to the consumer by adjustment through bills issued or otherwise, latest by September end of the next year, thereafter the Nigam shall pay the interest on the unpaid security amount at the bank rate plus 2 % per annum from 1st October of the year.

17. Security for electric meter

The Consumer has an option to provide his own meter as per RERC (Metering) Regulations, 2007. The security amount to be charged in respect of a meter, when provided by the Nigam, shall be as mentioned in the part-II, scale of miscellaneous charges.

18. Payment of Interest on security

The Nigam shall pay the interest at the Bank rate as on April 1 of the year, on the security deposit. The interest accrued during a financial year shall be paid to the consumer at an early date by adjustment through bills issued or otherwise, latest by September end of the next year, failing which interest at the bank rate on the unpaid amount of interest shall also be payable from 1st October of the year.

The interest on security deposit will be admissible until it gets adjusted against the dues. The LPS/DPS shall accrue only on the unadjusted balance amount, if any. However, where the security amount still remains in balance, interest will be payable on it, even during the 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 prepaid 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 the Vidyut Nigam/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 under taking 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 the 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 not be so supplied beyond March 31,2005.

- (2) Metering in each case shall be provided on ground floor only. Metering equipment shall preferably be provided 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 authorized 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 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 monthly 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 to be 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 at his own cost. A consumer desirous of getting his metering equipment etc. tested may request for the same to the Nigam along with testing fee prescribed in the part-II, scale of miscellaneous charges.

- (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 six months of the removal of meter for testing and 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 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 meter 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 consumer and its type of metering (Whole

current meter, CT- operated meter, Trivector meter etc.), interalia, the followings:

- a) Category of consumer in clear term, 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) Minimum billing 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 number of the concerned AEn,
 - p) Full address and telephone number 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 bills for electricity charges may be paid within fifteen days of 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:
- a. Arrear amount of Electricity Duty
 - b. Arrear amount of Nigam's dues
 - c. Amount of Late Payment Surcharge (LPS) / Delayed Payment Surcharge (DPS)
 - d. Electricity Duty on current bill,
 - e. 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 nevertheless 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 1st April of the financial year in which the amount of advance was deposited on the deposits 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 collection 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-I. 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) In case a consumer requires increase in his connected load/demand, the Nigam may require the consumer to apply in prescribed form and pay reasonable expenses which he is authorized to recover for such load/demand under the schedule for the character of service and the category of consumer.

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 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.

However, in case of increase in load / demand involving change in voltage of supply, the consumer shall be required to install and commission the requisite transformer sub-station and in that case the time limit of deemed increase in load / demand will be as per the time limits prescribed for release of new connection.

While recovering expenses under sub clause (2) above, the licensee shall give credit to the consumer for the amount the consumer has already paid for electric line or plant.

(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) 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**.

- (b) 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 disconnection (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 layout 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

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 be 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 under Industrial and Non-domestic categories having HT supply situated in Rural Area(s) can be given supply through continuous supply feeders provided the full cost of line to be drawn is borne by the consumer

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-I 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 -II** 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/Debt Recovery Tribunals, 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-I**. 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 disconnecting supply, removing the meter, replacing, altering or maintaining electric lines or electric plant or electric meter.
- (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 resale 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 large industrial consumer at any time, is prevented from receiving or using the electrical energy to be supplied under the 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 authorized 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 conditions 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 up to 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 individuals 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 reasons, 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 person whose power supply has been cut off for non-payment of dues or due to any other reasons, may apply for restoration of supply in Form-III.

- (2) An application for restoration of Supply shall be considered.
- (a) For Agriculture Consumers : As prescribed in the State Agriculture Policy
- (b) For others : Within two years from the date of disconnection

A person applying after the aforesaid period will be treated as a new applicant.

- (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. (A) 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 mentioned under Clause (B), 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.

(B) Un authorized use and other offences of electricity

- (4) The Nigam shall be entitled to take action against a consumer for unauthorized use of electricity and other

offences committed by him under the Sections 126,127 and 135 to 151 of the Act.

(C) Compounding of an offence

- (5) A consumer may request for compounding of offences under Section 152 of the Act, to the State Govt. or an officer authorized by it for this purpose.

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 electricity charges 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 electricity supply.
- (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 outstanding dues, the Nigam will prepare a Scheme for the consumers lying connected/ disconnected wherein reduction/waiver of interest/ LPS/DPS may be allowed as a special case as per guidelines issued by the Commission from time to time. However, this will not be a regular feature and would be introduced for a limited period under prior intimation to the Commission and shall exclude the cases of theft/malpractices and the consumers already benefited from such schemes during the last 3 years.

50. Redressal of grievance

1. A consumer may approach the Grievance Redressal cum Settlement Forum, set up by the Ajmer 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. Grievance Redressal cum Settlement Forum

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. 300000/-
- (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 Wings, 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) Asst. Revenue Officer of the 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 the 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

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|-----------------------------------|----------|
| (a) Superintending Engineer (O&M) | Chairman |
|-----------------------------------|----------|

of the Circle concerned.

- | | | |
|-----|---|------------------|
| (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 areas 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
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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
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- | | | |
|-----|---|--------|
| (f) | 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) | The CMD/MD | Chairman |
| (b) | Director (Finance) | Member |
| (c) | Director (Technical) | Member |
| (d) | Chief Engineer (Comml.) | Member Secretary |
| (e) | Zonal Chief Engineer (A/Z), | Member |
| (f) | SE (Legal)/Incharge of Legal Wing | Member |
| (g) | Independent person as | Member |

nominated by RERC

- (2) At least 50% members including the Chairman shall constitute the quorum. The Chairman may invite other Chief Engineer and/or officer if 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. The Grievance Redressal cum Settlement Forum shall entertain the application from the consumer for redressal for 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 forum 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 Licensees' 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 endeavor 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) Forum	-	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 provision of the Settlement Committee.

(i) Where the mutual consensus is arrived at settlement

proceeding will be recorded and a copy therefore 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 grievance, 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 forum 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 Rajasthan Electricity Regulatory Commission, 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 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 -I** 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 1 year and if the applicant desires to take permanent connection, then permanent connection under respective categories could be released. However, the existing consumers under L.T. domestic & non-domestic categories may use supply up to 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 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 wire 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

- (5) 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.

Nature of Supply	Size of installation	Limits of maximum starting current
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%).
- (16) 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 other than 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 V₂ V₃..... are the second, thirdharmonic 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 Code

Rajasthan Electricity Regulatory Commission has also approved the metering code 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 conditions, 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 the provisions of these regulations or in the matter of interpretation of the clauses of these regulations or related matters, the Commission may, by general or special order, direct to take such action as may be necessary or expedient for the purpose of removing the difficulties.

Part -II

Scale of Miscellaneous Charges

1. Application Fee

- (1) For LT-Supply:
- | | | |
|-----|------------------------|--------------------------------------|
| (a) | Agriculture connection | As per Part - III (Volume II) |
| (b) | others | |
| | i) LT - Single Phase | Rs.200/- |
| | ii) LT-Three Phase | Rs.500/- |
- (2) For HT-Supply:
- | | | |
|------|--------|-----------|
| i) | 11 KV | Rs.1000/- |
| ii) | 33 KV | Rs.2000/- |
| iii) | 132KV | Rs.4000/- |
| iv) | 220 KV | Rs.4000/- |

2. Expenses for providing electric line /plant and extension of distribution mains and/ or service line

A. Amount to be deposited yltth application

- (1) For LT- Supply

S.no.	Category of Consumer	Amount to be deposited (Rs.)
1-	Domestic	Tribal sub plan - 750/- Rural - 1500/- in Abadi area Kachchl Basti - 2000/- Urban - 3000/-
2	Non-domestic	Ruraj Load upto 1KW - 2000/- 1KW-5KW - 3000/- 5KW-10KW - 5000/- above 10KW -additional sum @ Rs 250/- each KW or part thereof beyond 10KW Urban Load upto 1KW - 3000/- 1KW-5KW - 4000/- 5KW-10KW - 6000/- above 10KW -additional sum @ Rs 250/- for each
3	Public Street Lighting	@ Rs 5000/- per connection. This does not include line/network cost.
4	Agriculture	As per Part – III (Volume II)
5	Small industry, Medium Industry & Mixed Load	Load Upto 1 KW - 3000/- 1KW-5KW - 4000/- 5kW-10KW - 6000/- above 10KW - additional sum & Rs 250/- for each KW or part thereof beyond 10KW

(2) For HT - Supply

Rs 10,000/-

B. Additional amount to be deposited on demand for extension of distribution mains/Supply line

(1) For LT - Supply

S.No.	Category of Consumer	Amount to be deposited in addition to sum payable under 'A' above
1-	Domestic and Non-domestic (in urban area and in rural area beyond abadi)	For extension of distribution mains and/or service line beyond 300 mtrs- 1. For single phase supply: Rs 100/mtr 2. For three phase supply: Rs 150/mtr
2.	Public Street Lighting	Actual material cost plus 50% overhead charges.
4.	Agriculture	As per Part - III (Volume - II)
5.	Small industry, Medium Industry & Mixed Load	For extension of distribution mains and/or service line beyond 50 mtrs-(a)For single phase supply: Rs 100/mtr (b)For three phase supply: Rs 150/mtr

(2) For HT - Supply

(i) Line cost

Cost of extension of transmission lines, distribution mains and Associated substation bay based on standard estimated cost as under:-

kV	Line particulars	Span	Cost of line/km
11	S/C on 8m PCC poles with ACS R- Weasel	60m	Rs 2.16 lacs
11	S/C on 9m PCC poles with ACSR-Dog	60m	Rs 4.02 lacs
11	S/C on 12.8m Lattice Tower with ACSR-Dog	50m	Rs. 12.72 lacs
11	S/C on 12.8m Lattice Tower with ACSR-Panther	50m	Rs. 15.78 lacs
33	S/C on 9m PCC poles with ACSR-Dog	60m	Rs.4.43 lacs
33	S/C on 12.8m Lattice Tower with ACSR-Dog	50m	Rs. 12.75 lacs
33	S/C on 12.8m Lattice Tower with ACSR-Panther	50m	Rs. 15.86 lacs
33	S/C with XLPE Cable 300 Sq.mm	-	Rs. 25.35 lacs
132	S/C with ACSR- Panther	335m	Rs. 12.96 lacs
132	D/C with ACSR- Panther	335m	Rs. 22.35 lacs
220	S/C with ACSR- Zebra	335m	Rs. 23.83 lacs
220	D/C with ACSR- Zebra	335m	Rs. 41.47 lacs

132 Bay	-	Rs. 63.00 lacs
220 Bay	-	Rs. 107.59 lacs

Note: Besides above specification, laying of line may involve other specifications also. In all such cases cost of line will be charged on material cost (including civil works) plus 50% thereon towards overhead charges. The 50% overhead charges contain 15% towards Supervision charges & remaining 35% towards labour, transport, workshop, establishment, audit & contingency etc.

Plus

(ii) Towards Plant cost

Rs 250/- per kVA of contract demand

Less

(iii) Amount deposited.

Amount deposited with application as per **item 2(A)(2)** above shall be adjusted.

3. Security:

(1) Security against electricity consumption

(to be deposited with application)

The provisional amount of security to be deposited with Nigam against electricity to be supplied to a person applying for supply of electricity shall be as under:

- (i) equivalent to a sum worked out on the basis of Rs. 100/kW, Rs. 200/kW & Rs. 300/- per KW of connected load applied for by domestic, non-domestic and Public Street Lighting consumers respectively.
- (ii) equivalent to two months fixed charges as determined by the Commission for other class of consumer and category of supply:

Provided that in case of industrial consumers who opt for fortnightly billing, the provisional amount of security shall be equivalent to one and a half month's fixed charges.

Provided further that the large industrial consumers opting for Special fortnightly billing and entering into supplementary agreement with the Nigam to the effect that consumer shall make payments of main and fortnightly bills on a fixed date every month without the requirement of serving any notice prior to disconnection, would be required to make payment of security equivalent to one month consumption charges.

(2) Security against meter

(If provided by the Nigam)

S.NO.	Particulars	Amount (Rupees)
1.	Energy meter 1 -phase static type (All Capacities)	350/-
2.	Energy meter 3-phase 4-wire static type 10-40 Amp. 10-60 Amp.	650/- 650/-
3.	Energy meter 3-phase 4-wire CT. operated 100/5 AMP	650/-
4.	L.T. Trivector meter (static)	8,000/-
5.	HT Trivector meter-0.5 class	8,000/-
6.	LT CT - class 0.5, burden 1 5VA, bakelite type	600/-
7.	LTCT-class 0.5, burden 10VA, resin cast type	300/-
8.	11 kV CTPT set - all ratings	20,000/-
9.	33kV CTPT set - all ratings	50,000/-
10.	EHT CT- all ratings (per set)	2,80,000/-
11.	EHT PT- all ratings (per set)	5,80,000/-

(3) Security deposit from Govt. servants living in Govt. quarters

[Towards (1) & (2) above]

Type of residence	Amount of security deposit
'A' Type	Rs. 800/-
'B' Type	Rs.500/-

'C' Type	Rs.300/-
'D' Type	Rs.200/-
'E' Type	Rs.200/-
'F' Type	Rs.150/-
'G' Type	RS.150/-
'H' Type	Rs.150/-

4. Rental charges

(1) Rent for metering equipments:

(For regular & temporary supply both):

Particulars	Charges
(a) L.T. Current Transformer	Rs. 100/- per set per month
(b) 11 kV CTPT Set	Rs. 900/- per set per month
(c) 33 kV CTPT Set	Rs.2200/- per set per month
(d) EHT CTPT Set	Rs.9000/- per set per month

(2) Transformer Rent

An HT consumer opting for Nigam's transformer & Double Pole Structure (D.P.), shall be charged rent at the following rates towards installation of transformer by the Nigam:

(a) for contract demand upto 60 KVA	Rs.2500/- per month
(b) for contract demand above 60 KVA but upto 100 KVA	Rs. 3000/- per month
(c) for contract demand above 100 KVA but upto 160 KVA	Rs. 4000/- per month
(d) for Contract demand above 160KVA	@ 2% per month of the cost of transformer & Double Pole Structure

5. Testing fee

a)	LT Single-Phase meter (per meter)	Rs.35/-
b)	LT three Phase meter (per meter)	Rs. 70/-
c)	Demand or Special Type meter: (per meter) (i) For LT supply (ii) For HT supply (iii) For EHT supply	Rs.150/- Rs. 450/- Rs.1200/-
d)	Transformer Oil (per sample)	Rs.1200/-
e)	Instrument Transformers: (i) LT current Transformer: (ii) HT CTPT Sets: (iii) EHT current or potential Transformer:	Rs. 40/- per transformer Rs. 200/- per set Rs.400/- per transformer
f)	Capacitor Units: (Per unit) (i) Upto 5 KVAR (ii) Above 5 KVAR but upto 10 KVAR (iii) Above 10 KVAR but upto 25 KVAR (iv) Above 25 KVAR	Rs. 70/- Rs. 90/- Rs.105/- Rs.170/-

6. Testing of consumer's installation:

(a) The first inspection and Test of a new installation or of an addition or alteration in the existing installation.	Nil
(b) Subsequent inspection and test necessitated by defects noticed in the installation or by absence of the supervisor of wiring contractor at the time of first inspection. (Payable in advance for each subsequent visit for purposes of test.)	Rs. 90/-

7. Re-connection charges:

(a) Low Tension Service:	
(i) Single Phase:	Rs. 200/-
(ii) Poly Phase:	Rs. 600/-
(b) High Tension Service	Rs. 2000/-
(c) Extra High tension Service	Rs. 10000/-

8. Re-sealing charges:

(if found broken)

(a) Meter Box	Rs. 50/-
(b) Terminal Cover of Meter (Single Phase)	Rs. 100/-
(c) Terminal Cover of Meter: (Poly Phase)	Rs. 200/-
(d) Meter Body (Single Phase)	Rs. 200/-
(e) Meter Body (Poly Phase)	Rs. 500/-
(f) HT/EHT Metering Panel	Rs. 3000/-
(g) Cubical at Building Complex	Rs. 200/-

9. Replacement of broken glass:

(Per Glass)

(a) Meter	
(i) Single Phase	Rs. 70/-
(ii) Poly Phase	Rs. 200/-
(b) Meter Box	Rs. 25/-

10. Attendance of fuse man

Charges for attendance of fuse man at consumer's premises during any function (Maximum 6 Hours.)	Rs. 250/-
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11. Change of meter

For changing meter only at the instance of the consumer where it is necessitated by temporary increase in consumption and demand.	Rs.35/- (each)
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12. Labour charges for shifting of meter in the same premises:

L.T.-Single Phase	Rs. 100/-
Three Phase	Rs. 200/-
H.T.- 11 kV	Rs. 2000/-
33 kV	Rs. 2000/-
132 or 220 kV	Rs. 2000/-

13. Charges for alteration/shifting of service line

a) Single Phase LT line	Rs. 100/m of line to be shifted
b) Three Phase LT line	Rs. 150/m of line to be shifted
c) 11 kV line charges	Rs. 150/ m of line to be shifted
d) Conversion of LT 1 phase to LT 3phase line	Rs.75/m
e) Conversion of LT 3phase to 11 kV line	Rs.55/m
f) 33 kV & above line	Actual cost plus 50% overhead

Note:

- i. Line charges indicated at (a), (b) & (c) above are inclusive cost of line materials and overheads.
- ii. For retrieved material of line (which may or may not be removed) a credit @ 25%of estimated amount shall be allowed.

14. Charges for duplicate bill.

Category of Consumers	Charges
(a) Duplicate copy of bill for LT supply consumers.	Free for domestic consumers having LT single phase supply Other Rs. 5/- per copy.
(b) Duplicate copy of bill for HT/EHT supply consumers & consumers whose system of supply is HT/EHT.	Rs.20/- per copy

15. Cost of Meter Box / Panel

S.N	Particulars	Amount in Rupees
1.	Meter Box for LT Single phase meter	350/-
2.	Meter Box for L.T. 3 phase meter (other than S.N. 3)	950/-
3.	Meter Box for L.T. 3 phase meter for medium industry	2000/-
4.	Meter Box/ Panel for HT /EHT supply	10500/-

16. Charges to be recovered for releasing temporary connections

(1) Non- refundable part

(a) Fixed Charges (On the basis of Sanctioned Connected Load)

S.N.	Particulars	Charges
(i)	Upto 5 KW	Rs. 250/- per connection
(ii)	Above 5 KW & upto 25 KW	Rs. 500/- per connection
(iii)	Above 25 KW & upto 50 KW	Rs. 1.000/- per connection
(iv)	Connections on 11 KV or 33 KV	Rs. 3.000/- per connection

Note: Above Fixed Charges are inclusive of rent for CTs & CTPT Sets for one month, in case the period of temporary connection is more than one month, then the rent shall be charged on per day basis for the number of days beyond one-month period.

(b) Charges towards line cost

S.N.	Particulars	Charges
(i)	LT Lines	
	(a) Single Phase	Rs. 25/- per meter
	(b) Three Phase	Rs. 37.50 per meter
(ii)	11 KV single circuit line on 9 meter PCC Poles	Rs. 25,000/- per Km.
(iii)	33 KV single circuit line on 9 meter PCC Poles	Rs. 1,00,000/- per Km.

(c) Charges towards transformer (if required)

- (i) Transformer installation & removal charges: Rs 1000/-
- (ii) Transformer Rent: 80% of normal charges, prescribed above

(2) Adjustable part

- (a) Advance consumption charges to be worked out on the basis of probable period of use of connection with minimum use of electricity for 8 hours per day and at One and a half times energy charges prescribed under respective tariff schedule for corresponding category of permanent connection. The billing shall be done on the basis of "Tariff for Temporary Supply" under Part-III of Tariff for Supply of Electricity."
- (b) In case of prepaid meter the advance consumption charges towards energy consumption shall not be levied.

अजमेर विद्युत वितरण निगम लिमिटेड

नये विद्युत सम्बन्ध (स्थायी/अस्थायी) के लिए/स्वीकृत भार बढ़ाने अथवा
घटाने/नाम परिवर्तन (स्वामी वही)/कनेक्शन ट्रांसफर

(स्वामित्व का परिवर्तन)/वर्तमान कनेक्शन शिफ्ट करने/वर्तमान कनेक्शन की
श्रेणी में परिवर्तन इत्यादि के लिए आवेदन एवं अनुबन्ध प्रपत्र

(10 रु के नॉन ज्यूडिशियल स्टॉम्प पेपर पर)

सहायक अभियन्ता ()
अजमेर विद्युत वितरण निगम लिमिटेड,
.....।

1. आवेदक का नाम पिता/पति का नाम
-
2. पूरा पता
-
-
3. टेलीफोन नं. मोबाईल नं.
-
- ई-मेल
-
4. कनेक्शन की श्रेणी 1. घरेलू 2. अघरेलू (दुकान, कार्यालय, होटल,
मन्दिर, अस्पताल, स्कूल, धर्मशाला हेतु) 3. कृषि 4. लघु उद्योग
4. मध्यम उद्योग 6. मिश्रित भार 7. सार्वजनिक रोशनी
5. 8. वृहत् उद्योग
5. आवेदक की स्थिति 1. मकान मालिक 2. किरायेदार 3. कब्जेदार
6. आवेदक का प्रकार
 - (i) नया विद्युत संबन्ध किलोवाट/हा.पा./के.वी.ए.
स्थायी अस्थायी
 - (ii) भार वृद्धि/घटाना खाता सं.
किलोवाट/हा.पा.से किलोवाट/हा.पा./संविदा मांग केवीए
सेकेवीए
 - (iii) वर्तमान कनेक्शन खाता सं. शिफ्टिंग हेतु ..
.....सेको
 - (iv) वर्तमान कनेक्शन खाता सं.का
नाम परिवर्तन से को

- (v) श्रेणी परिवर्तन खाता सं.के श्रेणी में परिवर्तन हेतुश्रेणी सेश्रेणी में।
- (vi) वर्तमान कनेक्शन खाता सं.जो कि श्री के नाम से है उसेट्रांसफर करने हेतु।
7. बैंक खाते का विवरण खाता सं.बैंक का नाम एवं शाखा (ऐच्छिक)
(पास बुक के प्रथम व अन्तिम लेन-देन के पृष्ठ की प्रमाणित फोटो प्रति संलग्न करें।)
8. संलग्न दस्तावेजएल फार्म/शपथ पत्र किरायेदार कब्जेदार होने पर अनुबन्ध पत्र अथवा क्षतिपूर्ति का पत्र मकान मालिक होने पर प्रमाण हेतु दस्तावेज
(नाम/श्रेणी परिवर्तन में आवश्यकता नहीं)
- पहचान प्रमाण-पत्र.....
- तहसीलदार द्वारा जारी प्रमाण पत्र (कृषि कनेक्शन के लिए)
- (मुखिया का राशन कार्ड/झाईविंग लाइसेंस/मतदाता का पहचान पत्र/आयकर पेन कार्ड)
9. मीटर स्वामित्व आवेदक का अजमेर वितरण निगम का
10. मैंने आवेदन/अनुबन्ध प्रपत्र के पीछे सभी शर्तें पढ़ एवं समझ ली हैं; इन सभी शर्तों में तथा "विद्युत आपूर्ति हेतु शर्तें एवं निबन्धन (TCS) की अन्य शर्तों से मैं सहमत हूँ।" इस प्रार्थना पत्र में कोई भी गलत सूचना देने पर अनुबन्ध हट सकता है, यदि विद्युत सम्बन्ध दे दिया गया है तो इस आधार पर विद्युत सम्बन्ध काटा जा सकता है। मैं अपने विद्युत फिटिंग की स्वयं सुरक्षा एवं देख-रेख करूँगा और सुरक्षा नियमों का पालन करूँगा।
- | | |
|---------------------|--------------------|
| साक्षी के हस्ताक्षर | आवेदक के हस्ताक्षर |
| नाम | नाम |
| पता | पता |
| | |
| दिनांक | दिनांक |

कार्यालय उपयोग हेतु :- आवेदक द्वारा जमा कराई गई राशि (सहायता हेतु पीछे क्रम संख्या 1 व 2 देखें)

1. प्रार्थना पत्र शुल्क
-
2. स्टाम्प ड्यूटी शुल्क
-

3. मीटर बाक्स कीमत
-
4. मीटर सुरक्षा राशि
-
5. विद्युत उपभोग सुरक्षा राशि
-
6. अग्रिम राशि
-
7. अन्य
-

योग.....

आवेदन भरने हेतु सहायक जानकारी

आवेदन/अनुबन्ध के क्रम संख्या 6 (i) में (आवेदित सम्बद्ध भार की गणना निम्नानुसार करें)

क्र.सं.	भार का वर्णन	संख्या	वाटेज	कुल वाटेज
1	2	3	4	5=(3x4)
1	बल्ब/फेन/लाईट प्लग (5 एम्पीयर)		60 वॉट	
2	ट्यूब लाईट		40 वॉट	
3	टेलीविजन कलर / श्याम श्वेत		100 वॉट	
4	पावर प्लग (15 एम्पीयर)		500 वॉट	
5	फ्रिज/कूलर		250 वॉट	
6	गीजर		1500 वॉट	
7	एयर कंडीशनर 1 टन/1.5 टन		1500/2200 वॉट	
		कुल योग		

2. आवेदन/अनुबन्ध प्रपत्र के क्रम में।

प्रार्थना पत्र शुल्क -

1. एल.टी. सप्लाइ

सिंगल फेज 200/- रु. थ्री फेज 500/-

कृषि. 75/- रु. ग्रामीण 250/- रु शहर

एच.टी./ई.एच.टी सप्लाइ

11 के.वी. सप्लाइ 1000/- रु.

33 के.वी. सप्लाई 2000/- रु.

132 के.वी. 4000/- रु.

220 के.वी. 4000/- रु.

2. स्टाम्प ड्यूटी रु. 10/- (किरायेदार/कब्जेदार होने पर स्टाम्प शुल्क 100/- अतिरिक्त देय होगा नॉन) ज्यूडिशियल स्टाम्प पेपर रु 10/- एवं किराएदार/कब्जेदार होने पर नॉन ज्यूडिशियल स्टाम्प पेपर रु 100/- का अतिरिक्त
3. मीटर बॉक्स कीमत सिंगल फेज मीटर रु. 350/-
थ्री फेज राशि रु. 950/- रु.
4. मीटर सुरक्षा राशि सिंगल फेज मीटर रु. 350/-
थ्री फेज राशि रु. 650/-
5. सुरक्षा राशि (प्रोविजनल) मकान मालिक हेतु-घरेलू 100/- रु. प्रति कि.वा.,
अघरेलू 200/- रु. प्रति कि.वा.
किरायेदार/कब्जेदार हेतु - उपरोक्त की दो गुणा राशि।
6. अग्रिम राशि कृषि कनेक्शन हेतु - 2500/- रु.
ग्रामीण क्षेत्र, 5000/-
शहरी क्षेत्र, 250/- रु.
एससी/एसटी ग्रामीण क्षेत्र।
7. सर्विस कनेक्शन शुल्क
घरेलू - कच्ची बस्ती - 2000/- रु. अन्य क्षेत्र 3000/- रु. ग्रामीण क्षेत्र 1500/- रु. ग्रामीण नॉन आबादी क्षेत्र 3500/- रु. ट्राइबल सब प्लान 750/- रु.
अघरेलू - 1 कि.वा. भार तक 3000/- 1 कि.वा. भार से ऊपर 5 कि.वा. तक 4000/-, 5 कि.वा. से ऊपर 10 कि.वा. तक 6000/-, 10 कि.वा. से ऊपर अतिरिक्त पर 250/- रु. प्रति कि.वा.
नोट :- 1. नये कनेक्शनों के अतिरिक्त अन्य आवेदन पर प्रार्थना पत्र पर शुल्क देय नहीं है।
2. भार घटाने, वर्तमान कनेक्शन शिफ्टिंग कनेक्शन परिवर्तन (ट्रांसफर) हेतु (पूर्व कनेक्शन कर्ता द्वारा सहमति होने पर) सुरक्षा राशि देय नहीं है।
3. दस्तावेज संलग्न करें - परिवर्तन स्थान के स्वामित्व के दस्तावेज की प्रति।
1. एल फार्म परिसर में बिजली की फिटिंग विद्युत अधिनियम 2003 के अनुरूप है का सर्टिफिकेट लाइसेंसधारी/मान्यता प्राप्त ठेकेदार का मान्य है ग्रामीण क्षेत्र हेतु शपथ पत्र मान्य है।

2. आवेदक के किरायेदार/कब्जेदार होने पर संलग्न किये जाने वाले दस्तावेज का प्रारूप – मकान मालिक द्वारा हस्ताक्षर कर दिये जाते हैं तो अनुबन्ध पत्र संलग्न करना होगा अन्यथा क्षतिपूर्ति बंध पत्र संलग्न करना होगा।

अनुबन्ध-पत्र

(10 रु. के नॉन ज्यूडिशियल स्टॉम्प पेपर पर)

यह प्रमाणित किया जाता है मैंने यह (स्थान का पूर्ण विवरण) जो कि नगर परिषद/अन्य स्थानीय निकाय में स्थित है मैसर्स/..... श्री निवासी को किराये पर दे दिया है तथा उक्त भवन में विद्युत कनेक्शन देने पर मुझे कोई आपत्ति नहीं है। मैं इस बात की गारन्टी देता हूँ कि जब भी किरायेदार, मकान/दुकान/..... खाली करेगा तो इस बात का पूरा-पूरा ध्यान रखूँगा कि निगम की राशि बकाया न रहे। ऐसा न होने की स्थिति में मैं स्वयं निगम की बकाया रकम का देनदार रहूँगा।

हस्ताक्षर किरायेदार

साक्षी (1)

हस्ताक्षर मकान मालिक

क्षतिपूर्ति बंध पत्र

(100 रु. के नॉन ज्यूडिशियल स्टॉम्प पेपर पर)

जैसा कि मैं पुत्र/पत्नि श्री उम्र वर्ष निवासी ने सहायक अभियन्ता अ.वि.वि.नि. के कार्यालय में विद्युत कनेक्शन हेतु आवेदन किया है। जैसा कि अ.वि.वि.नि. ने उक्त स्थित मकान/दुकान को मेरे द्वारा अपेक्षित विद्युत कनेक्शन के लिए मकान/दुकान की सहमती मांगी है।

जबकि मैं मकान/दुकान सहमती पत्र प्रस्तुत करने में असमर्थ हूँ चूंकि अ.वि.वि.नि. ने इस सम्बन्ध में मुझ से लिखित वचन चाहा है अगर मैं और मकान/दुकान मालिक के मध्य इस विद्युत कनेक्शन के सम्बन्ध में अगर किसी न्यायालय के समक्ष विवाद उत्पन्न होता है तो निगम इस मामले में शामिल नहीं होगा फिर भी निगम को इस कारण हुई किसी भी प्रकार की क्षति/खर्चों की क्षतिपूर्ति करने का

मैं वचन देता हूँ। अतः यह अनुबन्ध मकान/दुकान मालिक की बिना सहमति के निगम द्वारा मुझे उक्त परिसर में कनेक्शन दिए जाने हेतु साक्ष्य किया जाकर मैं वचन देता हूँ कि निगम को इस सम्बन्ध में हुए वादकरण के कारण हुई सभी प्रकार की हानियां/क्षतियां एवं खर्च की क्षतिपूर्ति का वचन देता हूँ।

स्थान	साक्षी का नाम	(निष्पादक के हस्ताक्षर)
दिनांक	पता	

प्रमाण पत्र तहसीलदार (कृषि कनेक्शन)

यह प्रमाणित किया जाता है कि श्री/सुश्री/श्रीमती
सुपुत्र/सुपुत्री/पत्नी श्री जाति
ग्राम/शहर के निवासी है तथा कुआ इसके
.....ग्राम के भू राजस्व क्षेत्र में स्थित है उसके कुए का राजस्व अभिलेख के
अनुसार ख.न. है और खेती के कार्य उपयोग में लिया
जाता है। इस कुए खेत के मालिक स्वयं ही हैं।

ह. पटवारी	हल्फा नं.	ह. तहसीलदार
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AJMER VIDYUT VITRAN NIGAM LIMITED

Agreement for large Industrial consumer

**Applicable for consumers having connected load more than 150 HP or
Demand above 125 KVA**

(HT form of agreement is to be executed where the metering is at consumer's premises and EHT Form of agreement is to be executed where the metering is at RVPN/Nigam's sub-station)

Preamble

This Agreement made thisday of....., 20..... between the Ajmer Vidyut Vitran Nigam Limited, (hereinafter called the 'Nigam' which expression shall where the context so admit include its successors in office and assigns) of the one part and (hereinafter called the 'Consumer' which expression where the context so admits shall include his heirs, executors, administrators, legal representatives, successors in business and assigns, of the other part).

Where as the consumer has requested the Nigam to supply him with electrical energy at the consumer's premises situated at and indicated in red in the map attached hereto for purpose of..... and the Nigam has agreed to supply to the consumer such energy upon the terms and conditions hereinafter contained.

NOW IT IS HEREBY DECLARED AND AGREED AS FOLLOWS

- (1) The Nigam shall give supply to the consumer for industrial purpose, at the premises referred to above up to maximum demand of.....KVA (hereinafter called contract demand).
- (2) The electrical energy so supplied shall be of three phase, alternating current, at a declared voltage of between phases and at a frequency of 50 (fifty) complete cycles per second at the terminals.
- (3) The point of supply as well as the metering point shall be at the Prasaran Nigam's / Nigam's substation at..... (for EHT only)
- (4) This agreement shall subject as hereinafter provided, remain in force for a period of one year in the first instance commencing

from the date of supply and shall remain in force till its termination.

Provided that either party shall be at liberty to terminate this agreement or get his contract demand reduced by giving one month's notice in writing in that behalf subject to completion of initial period of one year including notice period. The consumer can also get his connection permanently disconnected or get his contract demand reduced on the same day of notice if he is ready to pay the fixed charges amount equivalent to one month's notice.

- (5) The consumer has agreed to bear stamp duty on this agreement.

In witness whereof I, (Name & designation)
.....on behalf of the Ajmer Vidyut Vitran Nigam Ltd., and
.....(Name & designation) on behalf of consumer,
namelyhave hereunto set their signatures
and the common seal the day, month & year first written
above.

Signed by the above named in the presence of Signature & Rubber Stamp of the authorized representative of the Nigam For & on behalf of- Ajmer Vidyut Vitran Nigam Ltd 1) (Name and Address), 2) (Name and Address).

Signed by the above named in the presence of Signature & Rubber Stamp on behalf of Consumer 1) (Name and Address), 2) (Name and Address).
--

The common seal is hereunto affixed in the presence of (Common seal of the consumer) 1) (Name and Address), 2) (Name and Address).

**Checklist for HT/EHT agreement to be executed by
large industrial consumers**

S.No.	Activity	Yes/No.
1	Agreement on Non-judicial stamp paper worth Rs. 10/- only	
2	Name, designation, consumer name have been filled up	
3	Consumer's signatures and two witnesses thereof	
4	Consumer's Common seal in case of companies registered under companies act, otherwise rubber seal affixed and witness thereof.	
5	Details of connected load duly verified by concerned sub-divisional officer.	
6	Site map indicating location of the premises duly marked with red ink the area of supply, duly verified by concerned sub-divisional officer.	
7	Power of attorney (in case of partnership firms)	
8	Resolution of Board of Directors & power of attorney (in case of companies)	
9	Copies of this agreement - Complete sets (one original plus five copies)	

Form-III

AJMER VIDYUT VITRAN NIGAM LIMITED

Requisition for Re- connection

The Assistant Engineer ()

Ajmer Vidyut Vitran Nigam Ltd.,

I/We hereby request the Nigam for Reconnection as per details mentioned hereunder:-

1. Name of applicant _____
(In block letters)
2. Father's/Husband name _____
3. Full address of the premises _____
4. Account No. _____
5. Service No. _____
6. Category _____

I/We also abide by the provisions contained in the Terms and Conditions for Supply of Electricity - 2004 and Tariff for Supply of Electricity" before supply is reconnected.

Date :-

(Signature of consumer(s))

(FOR OFFICE USE ONLY)

1. Date of disconnection _____
2. Reason for disconnection _____
3. Date of removal of meter/metering equipment (If any)._____
4. Date of removal of Service line (If any)_____
5. 'L' form & Dt. (If any)_____
6. Total O/s dues recoverable upto date Rs._____
7. Security against
 - (a) Enhanced security against consumption Rs. _____
 - (ii) Meter (If not recovered before) Rs._____
 - (iii) Meter Box (If not recovered before) Rs. _____
8. Cost of removal & erection of metering equipment & Service line (If any)_____
9. Reconnection charges Rs._____ (As per item No.6 of the part-II)
10. Total amount (6+7+8+9) _____Rs._____

(Signature of Meter Inspector) (Signature of Ledger Keeper) (Signature of ARO)

11. Whether the case is technically feasible or not?_____ Yes/No.

Assistant Engineer ()

Received Rs._____ vide CR No._____

Dt._____

Cashier ()

Reconnection order issued vide No._____ Date

Asstt. Revenue Officer

Asstt. Engineer ()