

JODHPUR VIDYUT VITRAN NIGAM LIMITED

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

Amended up to 31st December, 2017

Third Edition

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JODHPUR VIDYUT VITRAN NIGAM LIMITED

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

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

General

1. Short title and commencement

- (1) This document consists of three parts, namely,
Part - I: Terms and conditions for supply of electricity.
Part -II: Scale of Miscellaneous Charges and
Part-III: Special provisions for Agriculture consumers.

and shall be called

"Terms and Conditions for Supply of Electricity- 2004"

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

2. Definitions

In this code unless the context otherwise requires;

- (1) "**Act**" shall mean the "Electricity Act, 2003",
- (A) "**Empowered Officer**" means the officer authorized by the State Government under section 152 of the Act, to determine and accept an amount as compounding charges form a consumer or a person.
- (B) "**Assessing Officer**" means an officer so designated by the State Government under section 126 of the Act.
- (C) "**Appellate Authority**" means an officer so designated by the State Government under section 127 of the Act.
- (D) "**Authorized Officer**" means an officer so designated by the State Commission or State Government as the case may be under Section 135(1-A) or Section 135(2) of the Act respectively.
- (2) "**Application**" shall mean application cum agreement for electric connection as per **Form (Annex-4)**, complete in all respects furnished in concerned sub-divisional

office along with application fee and amount as per **item 1 and 2(A) of part II.**

- (3) **"Commission"** shall mean the Rajasthan Electricity Regulatory Commission.
- (4) **"Connected load"** shall mean the sum of rated capacities of all the energy consuming devices on the consumer's premises, which can be operated simultaneously. For the purpose of levy of any charges under this document or Tariff as also for deciding the supply voltage, the connected load in case of an LT consumer, shall be determined as prescribed in application itself (**Annex -1**).
- (5) **"Contract Demand"** shall mean the demand in KVA applied for by the applicant and agreed by the Nigam.
- (6) **"Installation"** shall mean the whole of the electric wires, fittings, motors and apparatus erected and wired by or on behalf of the consumer, on his premises.
- (7) **"Installation Certificate/ IC"** shall mean an electrical fitting certificate including self-certificate issued under the notification issued by the State Government from time to time.
- (8) **"Nigam"** shall mean the "Jodhpur Vidyut Vitran Nigam Ltd., Jodhpur" or its representative.
- (9) **"Maximum Demand" or "Demand"** shall mean the average kVA delivered at the point of supply of a consumer during any consecutive period of 30 minutes or 15 minutes of maximum use during the month, as may be specified by the Nigam, with the approval of Commission.
- (10) **"Power Factor"** shall mean the monthly average power factor determined as the ratio of total Watt Hours to corresponding Volt Ampere Hours.
- (11) **"Rules"** shall mean the "Indian Electricity Rules, 1956 till any regulations are framed under provisions of Section 53 of the Act and thereafter such regulations.
- (12) **"Scale of Miscellaneous Charges"** shall mean the schedule attached to these Clauses indicating various charges and rentals for the time being in force as authorized by the Commission for levy by the Nigam on the consumer.
- (13) **"Standard /Store Issue Rate"** shall mean the standard / Store Issue Rates issued by Nigam time being in force.
- (14) **"Temporary Supply"** means supply of electricity on a temporary basis and for a period, as may be agreed between the Nigam and the applicant.
- (15) Words or expressions occurring in this document and not defined herein shall have the same meaning as assigned to them under RERC (Metering) Regulations, 2007 & the Electricity Act-03 in that order.

Part-I
Terms and Conditions for Supply of Electricity

1. System of supply

(1) The declared voltage of alternating current (AC) supplied by the Nigam is as follows:

a) Low Tension (LT) Supply

- i) Single Phase 230 Volts between each phase and neutral.
- ii) Three Phase 400 Volts between phases.

b) High Tension (HT) supply

- i) Three Phase 11,000 Volts (11 kV) between phases.
- ii) Three Phase 33,000 Volts (33 kV) between phases.

c) Extra High Tension (EHT) supply

- i) Three Phase 1,32,000 Volts (132 kV) between phases.
- ii) Three Phase 2,20,000 Volts (220 kV) between phases.

(2) The frequency of supply shall be 50 Hertz.

(3) The frequency and voltage of supply may have permissible variations as per the Regulations issued in this regard by CEA and by the Commission from time to time.

2. Category of consumer and character of service

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

<u>Category of Consumer</u>	<u>Character of Service</u>	
a) Domestic	i) Connected Load up to 5 kW	i) LT Single phase or three phase at the option of the consumer
	ii) Connected Load above 5 kW	ii) LT Three phase
	iii) Contract/actual demand more than 50 KVA.	iii) HT 11kV or 33 kV whichever is feasible
b) Non-Domestic	i) Connected Load up to 5 kW	i) LT Single phase or three phase at the option of the consumer
	ii) Connected Load above 5 kW	ii) LT Three phase
	iii) Contract/ actual demand more than 50 kVA	iii) HT 11kV or 33 kV whichever is feasible
c) Public Street Lighting	All services	LT Single phase or three phase
d) Agriculture	All services	LT Three phase
e) Small Industrial	i) Connected Load up to 5 kW (6.7 HP)	i) LT Single phase or three phase at the option of the consumer
	ii) Connected Load above 5 kW (6.7 HP) but up to 18.65 kW (25 HP)	ii) LT Three phase
f) Medium Industrial	i) Connected Load above 18.65 kW (25 HP) and up to 112 kW (150 HP) but contract/ actual demand remains up to 50 kVA	i) LT Three phase

	ii) Connected Load above 18.65 kW (25 HP) and up to 112 kW (150 HP) but contract/ actual demand is above 50 kVA and up to 125 kVA	ii) HT 11 kV
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	i) HT 11kV
	ii) Contract/ actual demand is above 1500 kVA but up to 5000 kVA	ii) HT 33 kV
	iii) Contract/ actual demand above 5000 kVA	i) EHT 132 kV or 220 kV
h) Mixed Load	i) Connected Load up to 5 kW	i) LT Single phase or three phase at the option of the consumer
	ii) Connected Load above 5 kW but contract/ actual demand remains up to 50 kVA	ii) LT Three phase
	iii) Connected Load above 5 kW and contract/ actual demand is more than 50 kVA but up to 1500 kVA	i) HT 11kV
	iv) Contract/ actual demand above 1500 kVA but up to 5000 kVA	ii) HT 33 kV
	v) Contract/ actual demand above 5000 kVA	iii) EHT 132 kV or 220 kV
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 supply in any load category but falling in the next higher load category of supply does not tender request and his demand exceeds 50 kVA/125 kVA/1500 kVA/5000 kVA, as the case may be, three times in a Financial Year, then in such cases, notice of 60 days shall be issued by the Nigam to take supply at voltage level/load category as per table above, failing which his supply shall be disconnected. The billing of the consumer shall be done from the month of third occurrence considering highest of maximum demand recorded in three occurrences or sanctioned connected load whichever is higher as contract demand till regularization of his load/demand. In addition to above, the consumer has to pay 3% as transformation losses and transformer rent as per item 4(2) of part II, if applicable.
- (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. If any consumer/applicant has applied for supply at a lower voltage than the applicable supply voltage level as per its contract demand then that consumer has to bear the cost of HV/EHV transformer on pro-rata basis for entire demand. However, in such cases the supply shall be allowed through a dedicated feeder at applicant's cost and the consumer shall be required to bear transformation and line losses @ 3%. This shall also be applicable in case of request for further increase in contract demand. The Nigam may allow a three phase supply to Domestic or Non-Domestic consumer with less than 5 kW connected Load.

- (v) In scattered area single phase connections to NDS and SIP category may be released upto 10 kW sanctioned/connected load on the request of the applicant subject to providing of AMR system as per guidelines issued by the Nigam in this regard along with cost of electric network including sub-station by the applicant himself and it shall be responsibility of the applicant to maintain the same in healthy condition after release of the connection.

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) Metering Equipment may be installed in consumer's premises/ sub-stations in case of HT or EHT consumer. In absence of any metering cubicle or the metering being on LT side in case of HT installations, the point of supply shall be the incoming terminals of the consumer's main switch-gear.

4. Application for supply

- (1) An owner or an occupier of any premises requiring supply of electricity may apply in person or online submit an application along with the documents specified for supplying electricity to such premises to such officer as the Nigam may designate for this purpose. The application shall be in a form based on the model form as at **Annexure-4**. However, the form shall also be applicable for other miscellaneous activities viz., Load extension/reduction, transfer/shifting of connections and temporary connections etc. The Nigam may also ask for other relevant information required by him for release of connection and/or execution of related work by incorporating suitable changes in the model form. The Nigam shall acknowledge the application and communicate the same to the applicant.
- (2) The application for a new regular or temporary connection shall be in **Annex.-4**.
- (3) The applicant shall deposit along with his application an application fee & other charges as per **item 2 of Part II** or as specified by the Commission from time to time, and where he requires the Nigam to provide electric line or electric plant, he shall also deposit expenses as authorized under **item 2 of Part II** for providing such electrical line or electrical plant to be used by the Nigam for giving such supply.
- (4) The applicant shall also deposit the amount of security as specified in **Part-II** along with his application
 - (a) In respect of electricity supplied,
 - (b) In respect of electric meter, when provided by the Nigam, enters into an agreement for safe custody & rent thereof;

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

- (5) The application shall also be accompanied by an "Installation Certificate" as per provisions of CEA (Measures relating to Safety and Electric Supply) Regulation-2010 and the notification issued by the State Government from time to time. In case the applicant for agriculture connection or for HT connection furnishes Installation Certificate separately after the application, the priority for release of the connection shall not be affected and the applicant will get a receipt from

the Nigam on the photo/ zerox copy.

- (6) Where for supplying electricity to a premise, another person's premises have to be used for providing service line or the service line has to cross over or lay underground in another person's premises, the applicant shall attach the consent of such person along with his application.
- (7) The application form shall be supplied free of cost by the Nigam or can be down loaded from the website of the Nigam.
- (8) The application shall be made on a non-judicial stamp paper, of value as prescribed by the Government of Rajasthan (presently Rs. 10/-). In case the application is not made on a stamp paper, a stamp paper duly endorsed as under and signed, shall be attached with the application form:

'This stamp paper is attached with the application form for an electric connection in the _____ category, in the name of
Shri/Smt./ M/S _____
s/o / D/o / w/o / Shri _____ resident of _____ towards
payment of stamp duty.'

- (9) The applicant shall sign each page of application.
- (10) The Nigam shall provide the receipt of the application 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 by post, by mobile or through E-mail (as mentioned in the application form). If the deficiency is not removed by the applicant within thirty (30) days from the date of receipt of such intimation, the application shall 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 as on 1st April of the relevant Financial Year.

In case of an application received with all required documents and Nigam fails to accord sanction for the connection or communicate reasons for refusal for the proposed connection within thirty (30) days of the application, the connection shall be deemed to have been sanctioned subjected to fulfilling the pre-conditions within three (3) months thereafter the Nigam shall release such connection immediately.

- (11) An application for the single point supply can also be made, under sub-clause (1) above, by
 - (a) a registered Cooperative Group Housing Society (Housing Society), which owns the premises, for making electricity available to the members of such Society residing in the same premises.
Provided, it shall not in any way affect the right of a person residing in the housing unit, sold or leased by such Housing Society, to demand electricity supply directly from the licensee of the area.
 - (b) a person (employer) for making electricity available to his employees residing in the same premises.

- (12) The terms and conditions for a single point supply under sub-clause (11) above shall be as under:

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

(13) If on inspection of installation of applicant, any deficiency is found or the fitting is found to be incomplete, a thirty (30) days' notice shall be given to the applicant for removing the deficiency. Necessary fee for testing of installation as per item 6 of Part II shall be payable for subsequent inspection. Failure to comply with the observations made in the notice within 30 days shall result in rejection of application automatically.

5. Withdrawal of application:

(1) If a person, after applying for supply of electricity withdraws his application or refuses to take supply, the amount of application fee shall be forfeited but the amount of security shall be refunded whereas the amount deposited, if any, by the applicant towards the line and plant cost shall also be refunded as under :

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

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

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

6. Service of notice

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

7. (A) Building complexes

- 1) In case of Building Complex/Large Building, if the estimated designed 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 may 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 #	Estimated maximum demand
1	Domestic	8 kW	50% of total Estimated connected Load as per area based calculation converted in KVA considering a power factor of 0.9
2	Non- Domestic	10 kW	50% of total Estimated connected Load as per area based calculation converted in KVA considering a power factor of 0.9
3	Load of parking floor(s)/ area(s)	--	To be added @5% of Total Estimated Designed Demand worked out as above

#covered area on all floors including common utility area except parking area of such Building Complex/Large Building as per approved plan or actually constructed, whichever is more. In case building is located at such a locality where prior approval of plan is not required as per prevailing byelaws of the local authorities, actual constructed area including common utility area on all floors except parking area.

- 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 licensee for getting work execute 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 under taken up 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 Estimated maximum demand.

NOTE:

- i) For the purpose of arriving at the voltage of supply to building complex/Large Buildings, the Estimated Designed Demand shall be considered.
- ii) Above provisions are not applicable for electrification of colonies.

However, if a consumer/owner/builder/developer/group of consumers install a transformer of a capacity even higher than that worked out in the manner above, he shall be allowed to do so.

- 5) If the Estimated Designed Demand of the building complex/Large Building as calculated above, is below 50 KVA, then the connections to individual owner/occupant shall be released through Nigam's transformer as is released to other normal consumers. In that case the owner/builder/developer/group of consumer shall provide at their own cost cubical with panel for fixing meters on the ground floor of the Building Complex/Large Building & shall pay supervision charges towards this work.

"However, large buildings which take a single connection having demand upto 50KVA shall not be required to install own distribution transformer even if the Estimated Designed Demand as per area norms is more than 50KVA."

- 6) The maintenance of infrastructure provided for electrification by the owner/builder/developer/group of consumer shall be done by themselves. However, maintenance of overhead and underground line up to the terminating point shall be done by the Nigam.
- 7) In case more than one consumer in a building complex require HT connections, instead of providing individual transformers, they may, in their own interest, provide jointly, complete infrastructure for electrification from HT supply point up to metering point of individual consumers by installing only one transformer of appropriate capacity not less than arithmetic sum of their contract demands. However, for billing and other purposes, the consumers shall be treated individually.
- 8) If a building complex/large building which had at least one connection prior to 31.12.2010 and had not installed its own transformer as per applicable regulations at that time, requires more connections/load extension, it should be given the required connections without insisting for installation of its own distribution transformer even though the arithmetic sum of existing and newly applied Estimated Designed Demand as per **Clause 7(A)(1)** is more than 50 kVA by recovering the pro-rata cost for electrification from applicant/building owner on the basis of floor area and augmentation of system, if required, for this purpose, would need to be undertaken by the Nigam at its own cost.

Provided that in case the estimated designed demand of the remaining area (newly constructed after 31.12.2010) of the above building complex/large building exceeds 50 kVA, then it shall be governed by **sub-clause 7(A)(1)**.

However, if the building has been newly constructed after demolishing the old one, then the owner/builder/ developer/ group of consumers is required to install

his own transformer and its associated equipment within the Building Complex/Large Building of appropriate capacity as per calculation above at sub-clause 7(A)(1).

(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 upto 15 % of the expenses for providing electric line, plant, distribution mains and service line etc. **as per item 2 of part -II** shall be payable to the Nigam towards supervision charges. In case service line is to be provided by the Nigam, only 25% of expenses for providing electric line, plant, distribution mains and service line etc **as per item 2 of part -II** shall be payable to the Nigam.

(C) Electrification of RIICO Industrial Areas:

- (11) The work of laying of main feeder line(s) i.e.132/33/11 KV lines (s) upto RIICO industrial areas and associated sub-station(s) required for the existing and new industrial areas, if any, for meeting the load requirements will be undertaken by Nigam, out of its own budget. Thereafter, cost of all sub transmission and distribution lines required to be laid inside the industrial area will be borne by RIICO while cost of associated sub-station will be borne by Nigam. The electrification schemes are required to be prepared in consultation with the Superintending Engineer (O&M) of Nigam.
- (12) The execution of basic infrastructure development work in new industrial areas would either be carried out by Nigam as deposit work or by RIICO and will be handed-over to Nigam after completion. However, if the execution of above work is taken by RIICO supervision charges @ upto 15% of cost of work as per **item 2 of part-II** shall be paid by RIICO to Nigam.
- (13) The demand notice would be prepared under two categories. Part (A) would consist the cost of extension of sub transmission/distribution lines required to be laid on public roads up to the premises of the consumer and Part (B) would consist of the cost of service line in side the consumer's premises and security deposit etc. Copy of such demand notice will be sent both to the consumer as well as to the concerned office of RIICO. RIICO will arrange to deposit Part-A portion of the cost of demand note, while the consumer will deposit Part-B portion of the cost of the demand note.

(D) Electrification of Private Industrial Areas:

(14) In case of private industrial areas developed by the private developers, the entire cost of electrification in the industrial area shall be borne by the developer, which shall include 33 kV sub-station, electric line, switchgear etc. However, the connection to individual applicants in the industrial area shall be released by the Nigam as per applicability. Where the electrification work is taken up by the developer himself, the work shall be undertaken under the supervision of the Nigam for which the Nigam may charge **5%** of the total cost of the electrification estimate towards supervision charges. The total cost of electrification shall include cost of material as per standard issue rate of the Nigam and overhead charges, as specified by Nigam.

(E) Extension of lines beyond RIICO Industrial Areas:

(15) 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.

(16) 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**.

(17) 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 substation 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**.

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 premise, the distribution system shall be deemed to require augmentation and procedure laid down in **clauses (B) & (C) hereunder** shall be followed.

(B) Supply where distribution mains require extension

(2) After receipt of an application as provided in **clause 4** above, if the Nigam finds that the supply of electricity to premises applied for requires extension of distribution mains, the Nigam shall work out additional expenses, if any, as per

item 2 (b) of Part-II for such extension and intimate the applicant within one month of the receipt of application, the extension required and additional sum required for providing such extension.

- (3) Where extension of distribution mains is required but no additional sum is required to be deposited, the Nigam shall complete the extension work within fifteen days.
- (4) The Nigam may require the applicant to deposit the additional sum worked out and intimated under **sub clause (2)** within a period of one month or such extended period as the Nigam may allow by issue of notice through Registered post.
- (5) The Nigam shall complete the extension of distribution mains within the time specified below for different voltage levels after deposit of additional sum by the applicant:

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

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

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

(a)Supply where new substation is to be commissioned

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

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

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

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

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

- (9) After commencement of work of sub-station, the Nigam shall intimate the applicant within fifteen days if any additional sum is to be deposited by the applicant as per **item -2 (B) of Part -II** for providing electric line or electric plant to be used by the Nigam for giving such supply.
- (10) The Nigam may require the applicant to deposit the additional sum within a period of one month or such extended period as the Nigam may allow.
- (11) (a) Where no additional sum is to be deposited by the applicant for providing electric line or electric plant, the Nigam shall release connection within fifteen days of commissioning of the sub-station.
- (b) Where additional sum is to be deposited by the applicant for providing electric line or electric plant as intimated in **sub clause (9)**, the Nigam shall complete extension work and inspect consumer's installation and release connection as per **sub-clause (10) and (11)** or within fifteen days of commissioning of the sub-station, whichever is later.

(D) Supply in localities where no provision for supply exists.

- (12) In case where supply of electricity is sought in a village, hamlet or area wherein no provision for supply of electricity exists, the Nigam shall take up the electrification of such locality as per investment plan approved by the Commission. Once electrification of such locality is completed; supply shall be provided to the applicant in accordance with the provisions of **sub-clauses (A) to (C) above** as may be applicable to him.
- (13) In case where supply of electricity is sought in scattered area (other than Agriculture) by single applicant or group of applicants other than housing colonies developed by private developers/colonizers/local body, etc. then intending applicant/ applicants have to bear the entire cost of electrical network including the transformer and allied equipment. For connection under agriculture category, the provisions of Agriculture policy of the State Govt. shall prevail.
- (14) In case of housing colonies developed by private developers/ colonizer situated in rural/urban areas and where no electrification work has been carried out by the developer / colonizer in the colony, then the connections in such colonies shall be released as per provisions prescribed by Nigam separately.

(E) Supply where electric line /plant is provided by applicant

- (15) 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 @ upto 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.

- (16) 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

- (17) Notwithstanding that the cost of the service line is paid for by the consumer, the service line including the portion paid for by the consumer shall vest in the Nigam and will be maintained by the Nigam at its cost except underground service lines from the cable box, junction box or pillar box to the point of metering which are required to be provided and maintained by consumers themselves. The Nigam shall have a right to utilise the aforesaid service line and sub-station in the consumers premises, place apparatus other than those required to control the supply to the consumer and to lay overhead and underground feeders in the property of the consumer with a view to connect the same with the apparatus installed in any other consumer's premises provided the supply to the consumer is not adversely affected. The consumer shall provide all necessary facilities for such work. As the service line is the property of the Nigam, it shall not be returned to the consumer after permanent disconnection.

9. Payment of demand notice amount:

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

10. Priority in release of connections:

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

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

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

Fictitious transfers would be ignored.

- (3) If an existing industrial/non-domestic consumer applies for clubbing of more than one connection existing in his name in the same premises, clubbing of all such connections shall be allowed by the officer competent to sanction the total load after clubbing. The consumer shall be required to complete all formalities and furnish Installation Certificate etc. The cost involved in strengthening of the service line, metering equipments etc. whenever necessary, shall be borne by Nigam, but if a transformer is required to be installed as a result of change of supply voltage as per **clause 2**, then the transformer along with HT connecting cables shall be provided and installed by the consumer.
- (4) In cases where more than one industrial/non-domestic connections are existing in the same premises in same or other name and the work is carried out by one concern/proprietor or if there are some common partners in the two firms, a notice of one month shall be issued to the consumer(s) requesting him to get the loads clubbed and getting it changed into one connection in one name. If the consumer(s) fails to comply with the notice, his connection may be disconnected after expiry of notice period.
- (5) If a consumer, required to install a transformer, is unable to install the same, the Nigam, on request of the consumer and on the merit of the case, may provide the transformer and charge rent as per **item 4(2) of Part-II**. Necessary metering arrangements shall be as per applicable regulations and tariff.
- (6) Where an existing consumer requests for clubbing of connections, the security as already available with the Nigam, in different connections may be adjusted against the newly clubbed account.

12. Delay on part of applicant to take supply:

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

13. Relaxation in time specified

The time specified in clause 8 for the Nigam for completing certain activities may stand relaxed if the Nigam is prevented to perform his functions due to force majeure conditions like earthquake, flood, cyclone, storms etc. or by any Act of law or for reasons beyond its control like non-availability of Right of Way (RoW) to draw line or non-availability of space to install a sub-station.

14. Agreement and agreement-period

- (1) All HT consumers shall be required to execute an agreement based on the model agreement given at Annexure-5 with the Nigam on a non-judicial stamp paper, of value as prescribed by the Government of Rajasthan (presently Rs. 50/-). For all other consumers the application form itself, shall be the agreement. The date of commencement of agreement shall be the date of release of connection and 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 terminated before the expiry of initial agreement period of one year including notice period of one month barring exceptions.
- (3) The supply shall be given to owner or occupier of a premise, on production of necessary documentary evidence.
- (4) In the event of no formal agreement having been entered into between the Nigam and the consumer, once the supply of electricity has commenced, the latter shall be bound by the terms and conditions of the agreement required to be executed under **sub-clause (1)** above. The consumer shall not refuse to tender an agreement if so requested by the Nigam at any time after the supply has commenced, notwithstanding that the same was not entered into before. In such an event, also the date of agreement shall be the date of commencement of supply to the consumer.
- (5) Without previous consent of the Nigam, the consumer shall neither, assign, transfer or part with the benefit of his agreement with the Nigam nor shall the consumer in any manner part with or create any partial or separate interest thereunder.
- (6) Where the ownership of premises has changed, a new connection shall be given in the premises only if all arrears and dues in respect of old connection in the premises have been cleared and paid. However, In case of auction of an existing industry by RIICO/ RFC or by official liquidator appointed by Rajasthan High Court or Debt Recovery Tribunal, new connection shall be released as per policy guidelines of State Government & prevailing Law.

15. Special provisions for Agriculture consumers.

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

16. Requirement of increase /decrease in sanctioned connected load/ sanctioned contract demand

(A) General

- (1) If a consumer at any time after the supply of energy has commenced, desires

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

- (2) Any cost incurred by Nigam on account of any alterations necessitated due to increase or decrease in load/demand shall be borne by the consumer except the cost of Nigam's sub-station.
- (3) An Installation Certificate 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 installation certificate 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 any increase in connected load/ contract demand, the Nigam shall require 45 days' notice. The date of receipt of completed application along with amount towards security and expenses for providing electric line /plant and extension of distribution mains or the plant cost as the case may be for increase in 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 within such notice period or the proposed increase in connected load/contract demand is not sanctioned, the increase shall be deemed to have been sanctioned subject to relevant certification and/or intimation in writing by the consumer about putting the increased 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:
Provided that the above deemed increase in connected load /contract demand shall be subject to the following conditions:
 - (a) The distribution system involved is not overloaded or it is technically feasible.
 - (b) If any additional sum is required to be deposited by the applicant for drawing a new line for technical feasibility;
 - (c) Consumer is required to augment his own system by installing new/change of capacity of existing sub-station and furnish the required installation certificate.

(B) Increase in load / demand

- (5) The Nigam shall accord necessary sanction after examining technical feasibility.
- (6) Consumer shall be allowed increase in load/ demand even during the initial period of agreement.
- (7) (a) The consumer may require to apply in prescribed form and pay reasonable expenses as per Part-II, for such load/demand under the schedule for character of service and category of consumer.
(b) While recovering expenses under sub clause (a) above, the credit shall be given for the amount already paid for electric line or plant.

- (c) If the service line is required to be strengthened for a HT consumer, the entire cost of such strengthening shall be borne by the consumer on the basis of cost worked out as per Part-II.
 - (d) If the service line is required to be strengthened for a LT consumer, the difference of charges shall be borne by the consumer on the basis of charges for new connections as per Part-II.
- (8) No deemed increase in load/demand shall be granted unless all dues are cleared by the consumer.

(C) Decrease in load / demand

- (9) Consumer shall not be allowed decrease in load / demand until the expiry of initial period of agreement. However,
- (a) if a consumer under any category wants decrease in connected load/contract demand even prior to expiry of agreement period of one year, then it could be allowed on individual merits in appropriate cases by the authority next higher than the competent authority who has sanctioned the connected load/contract demand, for the reasons to be recorded. However, in cases of Large Industrial Consumers the merit of individual cases would be examined by the Commercial Wing and sanction shall be issued after due approval of the Managing Director.
 - (b) if a consumer under any category, except Large Industrial category wants permanent dis-connection (PDC) even prior to expiry of the agreement 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.
 - (c) The Nigam may allow for reduction in demand on receipt of minimum billing/fixed charges of balance period.
- (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 installation certificate if the load exceeds 10 kW.
- (13) If a consumer desires to have the lay out of the service line altered, the Nigam shall do the same after charging from the consumer as per item 13 of Part -II.

17. Shifting of connections and Lines

(A) General terms & conditions (except agriculture category)

- (1) Shifting of existing connections may be allowed to an owner (except agriculture consumer) from one premises to another on production of necessary documentary evidence regarding ownership/possession of premises where connection is required to be shifted provided these are in the same Panchayat/ Municipal Limits, subject to technical feasibility.
- (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**. Credit of amount already deposited towards security shall be given provided adequate security deposit exists with the Nigam.
- (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 @ upto 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.

18. Laying of separate feeder

Consumers other than Agriculture consumers situated in Rural Area(s) and requiring HT supply can be given supply through continuous supply feeders from nearest technical feasible point, provided the full cost of line to be drawn is borne by the consumer. A 33 kV feeder feeding Nigam's substations and dedicated feeder of Railways and PHED shall not be tapped for release of individual connection to the consumer.

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

19. Transfer of connection and change of name

- (1) Transfer of connection from one consumer to other shall be permitted by the Nigam if there is a change of ownership due to genuine sale or due to transfer of property through inheritance, gift or due to liquidation of company.
- (2) In case of a Govt. employee having been allotted accommodation in a Govt. colony, the connection may be changed in the name of new occupier on furnishing of documentary evidence of allotment of the Government

accommodation.

- (3) Any person taking over a premises where electric installation is connected/ disconnected, shall furnish application in Form(Annex.-4) along with necessary legal document in support of transfer of premises, requesting the Nigam for transfer of connection. After according formal sanction by the Nigam, the new consumer shall clear all the dues against the service and deposit security as per prevailing provisions in this regard.
- (4) The consumer shall neither, without previous consent of the Nigam, assign, transfer or part with the benefit of his agreement with the Nigam nor shall the consumer in any manner part with or create any partial or separate interest there under. No service connection shall be transferred unless the dues in respect of that connection have been cleared by the transferor or by the transferee, as the case may be. When a connection is transferred and the transferee i.e. new consumer takes supply from the Nigam, his liability shall be for the unexpired period of the agreement.
- (5) All HT consumers shall be required to execute an agreement with the Nigam for unexpired period of initial agreement period.
- (6) In case a consumer wants change in his name (ownership remaining the same), he may furnish application in Form (Annex.-4). The Nigam shall allow change of name on fulfillment of all conditions mentioned above.
- (7) The transferee shall pay transfer fee as specified at **item 16 of part II**.
- (8) The power supply agreement with the original registered consumer is deemed to be terminated from the date of transfer of installation or from the date of expiry of seven (7) days from the date of compliance of required formalities by the transferee whichever is earlier.
- (9) The officers who are empowered to sign the power supply agreement are also empowered to effect transfer of such connection to other person.

20. Security in respect of electricity supplied

(A) Provisional security:

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

(B) Final security

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

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

(C) Security from a consumer other than the owner

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

(D) Annual review of security amount

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

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

(E) Additional security

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

(F) Adjustment of excess security

- (7) If on the basis of annual review under sub-clause (5) the security given by a consumer is found to be in excess and the difference between the amount so worked out and the security already deposited with the Nigam exceeds Rs. 500/- or 10% of the existing security, whichever is more, the Nigam shall adjust the difference in security in the electricity bills of the consumer during the period July 1 to September 30 of the following year, failing which an extra interest @2% per annum on unpaid amount shall be applicable from 1st October, payable by the Nigam.

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

21. Security for electric meter

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

22. Payment of interest on security

- (1) The Nigam shall pay interest on security deposit(SD) of the Consumer at the Bank Rate prevailing as on 1st April of the Financial Year for which interest is due and the amount of interest on security deposit payable shall be rounded off to the nearest Rupee;

- (2) The accrued interest on security deposit for each financial year shall be credited to the consumer's account latest by July end of the subsequent financial year and be adjusted against the consumption charges falling which interest at the Bank Rate on the unpaid amount of the interest shall also be payable from 1st August. If connection is permanently disconnected at any time, then account shall be settled considering interest on SD on settlement date;
- (3) The details of the deposits lying with Nigam and the interest thereon shall be provided to the consumers along with the bill in the month in which the interest is adjusted;
- (4) For the security deposit (SD) collected during the course of the year, interest on such deposit shall be computed for the months following the month in which such SD is collected;
- (5) In respect of new installations, interest on security deposit shall be computed for the months following the month in which service is provided to the installation;
- (6) Interest shall be payable on security deposit lying with Nigam from the date of its deposit. 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;
- (7) No interest shall be payable on advance consumption charges in case of a temporary connection.

23. 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 20** for the period during which such failure continues.

24. Supply through pre paid meter

The Nigam shall not be entitled to any security under **clause 20** if supply to a person is made through a pre paid meter.

25. 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.

26. 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.

27. Exemption from payment of security

The Nigam may exempt from payment of security deposit any state and central govt. Departments including Railways and the employees /ex-employees of all the Vidyut Nigams/RSEB who have completed five(5) years of service for their residential use, after obtaining suitable undertaking to safeguard its interest and subject to such conditions as may be necessary. However, all public sector undertakings and local bodies shall deposit the security amount.

28. Security on reconnection

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

29. Supply through meters

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

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

- (2) Metering in each case shall be provided on ground floor only. Metering equipment shall preferably be near the entrance of the premises or at the nearest pole/pillar box and easily accessible.
- (3) It shall be the duty of the consumer to ensure safety of the meter and metering equipment installed within his premises/ installation.
- (4) The Nigam may provide additional seals, in addition to those normally provided, whenever considered necessary, which shall be acknowledged by the consumer or by his representative.
- (5) During periodical inspection/testing by the Nigam, if seals are to be broken for the purpose of inspection/testing, the same shall be resealed in the presence of the consumer or his representative, which shall be acknowledged by the consumer or his representative. An endorsement specifying the details of seals released and refixed shall be given by the authorised person of Nigam breaking the seals to the consumer or his representative.
- (6) The consumer shall ensure that the equipment and seals provided are not damaged/ tampered with.

- (7) Any damage/tampering of metering equipment or seals shall be considered as prima-facie evidence of dishonest abstraction of energy and the same shall be dealt with in accordance with the provisions of the Electricity Act, 2003.

30. Reading of meters

- (1) On behalf of the Nigam, a meter reader or a person authorised by the Nigam in this behalf, shall have access to the consumer's premises at all times during the day for the purpose of reading the meter for ascertaining the amount of electricity supplied or the electrical quantity contained in the supply to the consumer.
- (2) The meters shall be read each month or at such intervals as the Nigam may fix with prior approval of the Commission.
- (3) In case the display of the meter is not readable, meter reader or the person authorized by the Nigam for the purpose of reading the meter shall immediately intimate separately to Sub-Divisional Officer regarding defect of display noticed and the Officer shall take action accordingly. In such cases, the Nigam shall take the reading/data of meter through hand held terminal (HHT)/meter reading instrument (MRI) or such other technology wherever feasible. The reading/data so retrieved through HHT/MRI or such other technology would be valid for billing purpose.
- (4) In case of non-receipt of bill the consumer may read the meter by himself/itself for the period for which bill has not been received, provided that it is not less than the average consumption during the billing cycle over the last six months and pay the bill accordingly. The excess/deficit payment so made by the consumer shall be adjusted in the next bill.

31. 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 without prejudice to recover the amount due till then.
- (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.

32. Assessment in case of stopped/defective, lost or stolen meter.

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

(i) All consumers except seasonal industrial and agricultural consumers.

The consumption of electricity shall be assumed as the same as recorded by

correct meter for the corresponding period of the previous year or the average consumption of the previous six months, whichever is higher.

(ii) Seasonal industrial consumers.

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

(iii) Agriculture consumers.

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

- (a) For Block supply connections:
 - For billing months of October to April: 6 units/HP/day
 - For billing months of May to September: 4 units /HP/day
- (b) For others
 - For billing months of October to April: 12 units/HP/day
 - For billing months of May to September: 8 units /HP/day

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

(iv) Temporary connection.

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

- (2) In case of (i) of sub-clause (1), in the event of non-availability of previous period energy consumption record for all the previous 12 months; the consumer shall be billed provisionally on the basis of average consumption of whatever period available. However, in case of non- availability of previous period consumption record, the consumer shall be billed provisionally on the basis of 25% load factor on 8 hours use per day in case of domestic category and 50% load factor on 8 hours use per day for all other categories and the assessment shall be reviewed on the basis of average consumption of succeeding six months period after installation of correct meter and charged accordingly. Further, in case where succeeding or preceding basis of average is though available, but there is increase/ decrease of contract demand/ connected load, then the average be charged on proportionate basis of contract demand/ connected load. Similarly, in case of (ii) of sub-clause (1), in the event of non-availability of record of previous period, the assessment shall be reviewed on the basis of consumption recorded by the correct meter for the consumption period of succeeding season or off season, for the period meter remains stopped.

33. Inaccurate meter

- (1) In case the consumer or the Nigam suspect a meter not functioning properly, a notice can be given to the other party. The accuracy of the meter shall be tested by the Nigam on site or in its testing laboratory. In case the consumer so desires of getting his metering equipments, capacitor or transformer oil, he may get the testing done at laboratories designated for the purpose by the Commission along with testing fee prescribed at item 5 of Part-II.

If Meter is found inaccurate, the testing fee deposited by the consumer shall be refunded/ credited to the consumer's account.

- (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 tri-vector 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 2 months of the removal of meter for testing and the excess amount recovered from the consumer be adjusted in the subsequent two bills. Where additional amount is to be recovered from the consumer, it may also be recovered in the subsequent two bills.
- (5) The excess or short amount under **Sub-Clause (4)** may be adjusted or recovered, as the case may be, for the period from the previous meter testing till the date of meter being removed or replaced for testing or tested at site, but in any case this period shall not exceed six months.
Provided that where inaccuracy has been detected through MRI report or testing in the laboratory and the details of which are available with the Nigam, the assessment shall be made for the entire period during which meter remained inaccurate as per MRI reports/Laboratory test report and copy of such reports shall also be made available to the consumer.

34. Replacement of meter

- (1) In case of a stopped / defective, inaccurate meter the Nigam shall inspect and replace the meter at its cost unless it is established that the meter and its accessory equipment have been tampered with or damaged in any way including excess load, by the consumer, in which case the security against meter available with the Nigam shall be forfeited and the consumer has to pay the fresh required security as per **item 3(2) of part-II**. In case the meter for replacement is provided by consumer, then this shall be done after recovering testing charges as per Schedule.
- (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 32**, 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.

35. Check Meters

If the main meter stops working and the check meter, wherever provided by the Nigam, is functioning, notwithstanding anything contained in **clause 32**, the consumer shall pay the electricity charges on the basis of the check meter.

36. 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 32**.

37. 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.

38. Recovery of charges for supply

(1) The Nigam shall recover the charges for electricity supplied to a consumer on the basis of a bill served on the consumer fortnightly/monthly/bi-monthly depending on their category/load, location i.e. rural/urban areas and requirement of security deposit.

(2) The bill shall contain important information relevant to that category of consumers and its type of metering (Whole current meter, CT- operated meter, Tri-vector meter etc.) inter-alia, the following:

- a. Category of consumers in clear terms, such as domestic (rural) domestic (urban), non domestic, public street light, agriculture (metered supply/ flat rate) agriculture other than 24 hours supply, farm-house, agriculture 24 hours supply, Small, Medium & large industries, mixed load, PHED, traction etc;
- b. Date of meter reading.
- c. Previous meter reading.
- d. Present meter reading.
- e. Date of issue of Bill.
- f. Due date of payment.
- g. Fixed charges.
- h. Energy charges.
- i. Delayed payment surcharge. Late payment surcharge.
- j. Other charges.
- k. Amount of Electricity Duty
- l. Rentals etc.
- m. Amount of security
 - a. towards electricity
 - b. towards meter.
- n. Full address and telephone numbers of the concerned AEN
- o. Full address and telephone numbers of complaint center and forum for redressal of grievances.
- p. Name, Address, Mobile/Phone No., Fax No., e-mail address of consumer.
- q. K.No.
- r. Date of Meter change (if any)
- s. Applicable Tariff
- t. Other charges with full details and reasons
- u. Previous one year periodic energy consumption
- v. Bank Account Number of Sub-Division Office and IFSC code.

(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.

- (4) The Nigam at the end of every financial year on payment of Rs.10/- shall furnish the details of statement of accounts to the consumers duly indicating the consumption, date of payment and amount thereof, the security held and interest payable and when it was paid, additional security, if any, required and due date of the same.

39. Mode of Payments to the Nigam.

- (1) The consumer shall pay the power supply charges at the office of issue or at the jurisdictional cash counters on or before due date. Nigam shall deliver the electricity bills to the consumer within three days of its issue date and allow a minimum period of atleast fifteen days from the date of issue of electricity bills for payment at the concerned office of the Nigam or other collection centers authorized by the Nigam as notified through local newspapers/ printed on the bills.

The consumer can avail the facility of payment of power supply bills through ECS/ online e-payment wherever such facility is provided by the Nigam in respect of revenue payments up to the limit prescribed by the RBI. No extra cost on payment made by Consumer through above payment mode shall be charged by the Nigam. In case payment is made through a debit card/ credit card, no transaction charges shall be charged by the Nigam upto bill payment of Rs 5000/-. However, in case payment of a bill amounting more than Rs 5000/- is made through debit card/credit card, Nigam may recover the actual charges paid by it to debit card/credit card company/service provider, through banks authorized by the Nigam. (The date of payment in the bank shall be the date of payment of the bill).

- (2) In respect of revenue payments, i.e., monthly power supply charges upto and inclusive of Rs 10,000/- or such other limit as may be notified by the Commission from time to time may be made by cash or cheque or D.D. Payments above the amount notified shall be made by a cheque or D.D. only. Payments under other heads of accounts, i.e., other than revenue payments may be made by cash or D.D. upto and inclusive of Rs 10000/- or such other limit as may be notified by the Commission from time to time and above the amount notified shall be by D.D. only.
- (3) Demand Draft/Cheque shall be issued in favour of the Nigam drawn on any scheduled commercial bank situated at the headquarters of the office of issue and the same shall be presented along with the bill. The K. No. and ledger folio No. shall be indicated on the reverse side of the Demand Draft/Cheque. Receipt for the payment shall be obtained. Payment by Cheque/Demand Draft sent by post or by money order shall also be accepted. The consumer shall invariably furnish K. No, Ledger No. and Folio Number on the reverse side of Cheque/Demand Draft sent by post/ on money order form. The consumer has to collect the receipt.
- (4) The Nigam shall accept Cheque from consumers in good faith and shall issue receipts subject to realisation in the bank. If cheque is not realized but returned by the Bank, it amounts to non-payment and the consumer is liable for levy of interest and disconnection of power supply with due notice. In the event of non-realisation of cheque, no further cheques shall be accepted from such consumer without prejudice to the Nigam taking action such as levying cheque dishonour

- fee as given in the item 17 of part II besides initiating prosecution under the Negotiable Instrument Act and other penal law(s).
- (5) In cases where payment is received within the specified period before the due date, an incentive in bill amount may be given to the consumer by way of adjustment in the subsequent month's bill as specified by the Commission in the tariff order from time to time.
 - (6) 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 12 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 12 days from the date of its issue.
 - (7) Any tax, duty or other levy under any law payable in addition to charges for electricity supplied, shall be payable by the consumer along with the electricity charges.
 - (8) 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.
 - (9) A consumer may present his bill or provide all material details of his installation at the time making payment. If the consumer has lost the bill or otherwise requires a duplicate copy, a duplicate copy of the bill shall be supplied to him free of cost.
 - (10) 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; and
 - (e) Principal amount of Nigam's dues on current bill.
 - (11) 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 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. The amount of rebate shall be adjusted in the last bill after adjusting the amount of bill from the principal advance deposited. 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."
 - (12) A consumer, desirous of leaving the premises for a long time may 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 may 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.

- (13) 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 notified by him.

40. 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.

41. 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. In addition to the notice, the Nigam shall also intimate through sms/ e-mail on the registered mobile number/e-mail id of the consumer, if available;

(2) For disconnection of supply, the Nigam shall generally observe that:

- (a) Disconnection of power supply shall not be effected on general holidays and Sundays.
- (b) Disconnection of power supply shall be effected, as far as possible, before 1.30 PM and reconnection shall preferably be effected on the same day of payment.
- (c) Disconnection shall normally be effected at the Nigam's cut-outs in the Consumer's premises. If it is possible or effective, it shall be effected at the pole/distribution box.
- (d) If the arrears is Rs 100/- or less, the installation shall not be disconnected and arrears shall be carried forward to the next bill.
- (e) if such person produces proof of payment or deposits under protest:
 - (i) an amount equal to the sum claimed from him, or
 - (ii) 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 / if cut off shall be reconnected immediately.

(3) 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 in the middle of the month or initial agreement period expires in the middle of the month, the fixed charges amount shall be payable proportionately.

(4) A consumer other than agriculture category and seasonal industry may seek disconnection by giving one month's notice in writing on this behalf after initial period of one year including notice period. The consumer shall pay all the charges payable upto the date of disconnection subject to notice period or initial agreement period. In case disconnection is made in the middle of the month or notice period/initial agreement period expires in the middle of the month, the fixed charges amount shall be payable proportionately.

(5) 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) If at any time the consumer:
- (a) Commits breach of these conditions of supply or terms of agreement;
 - (b) Being a limited company passes a resolution for winding up or be ordered to be wound up by a court of competent jurisdiction ,or
 - (c) Being an individual commits any act of insolvency or be adjudged insolvent, or
 - (d) Executes or creates any mortgage charge or other encumbrance on any property or asset of the consumer so as 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,

Then the Nigam shall be at liberty to terminate the agreement with the consumer by giving seven days' notice in writing and upon such termination the consumer shall forthwith liable to 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 by way of liquidated damages.

- (7) 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 Act or of these terms and condition or committing breach of the agreement with the Nigam or in the event of the consumer going bankrupt or also in the event of compulsory or voluntary liquidation if the consumer is a limited company.
- (8) After a connection is disconnected, the billing shall be stopped forthwith.
- (9) 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.
- (10) Where the connection has been disconnected on account of non-payment of dues or for any other reason, the Nigam may remove the meter as well as service line after two months from the date of disconnection.

42. Recovery of old dues.

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

prior intimation to Commission and shall exclude the cases of theft/malpractices and the consumers already benefited from such scheme in last 3 years.

- (4) Any outstanding dues against any permanently disconnected connection shall be recoverable from another existing/new connection in the name of the same person by serving a notice of thirty (30) days.

43. Reconnection of disconnected supply

- (1) A consumer seeking reconnection after disconnection may apply in Annexure-6, which can be obtained free of cost from the office of AEN concerned or can be down loaded from the website of the Nigam.
- (2) A person whose supply has been cut off for non-payment of dues of the Nigam or due to any other reasons may apply for restoration of supply to the Nigam. An application for restoration of supply shall be considered if made within
 - (a) For Agriculture consumers
As prescribed in agriculture policy of the State Government.
 - (b) For others
Two years
of the date of disconnection. A person applying after this period, shall be treated as a new applicant and shall be require to complete formalities as are required for new connection.
- (3) Within seven days of receipt of application under sub-clause (1), the Nigam shall intimate the applicant the amount due from him to the Nigam upto the date of disconnection, along with interest thereon at the rate of 10% per annum for each completed month of non-payment after disconnection. No interest shall be charged on the surcharge for delay in payment. The Nigam shall also intimate the reconnection charges as per item -7 of Part -II, payable by the applicant. In case restoration requires re-erection of lines/sub-station, then supply shall be restored within the period specified in **Clause-8**.
- (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.
- (5) In case of restoration of supply, the amount of security shall be as applicable at the time of re-connection or the amount of security available at the time of disconnection, whichever is higher. If however, the connection is reconnected in the next Financial Year after review of security and the same has become due, then the amount of security shall be as per reviewed amount.
- (6) In cases where the supply to the installations is permanently disconnected and security has been adjusted, however, getting covered under the above disconnection duration, the electricity supply to such installation may be restored on deposit of required security afresh.

44. Temporary supply

- (1) On receipt of an application in Form (Annex.-4) along with application fee as per item 1 of Part -II, the Nigam may provide temporary supply preferably through a pre-paid meter.
- (2) General terms and conditions shall be as applicable for permanent connection except the following:

- (a) Temporary connection shall not be released under Public Street Lighting & Agriculture categories.
- (b) Temporary connections shall not be released to the places of permanent wedding houses.
- (c) The application shall be made on a non-judicial stamp paper, of value as prescribed by the Government of Rajasthan (presently Rs. 10/-). In case the application is not made on a stamp paper, a stamp paper duly endorsed as under and signed, shall be attached with the application form:
- 'This stamp paper is attached with the application form for an electric connection in the _____ category, in the name of Shri/Smt./ M/S _____ s/o / D/o / w/o / Shri _____ resident of _____ towards completion of stamp duty.'
- (d) The consumer may lay his temporary service line drawn through a licensed electrical wiring contractor. The service line shall, however, conform to Rules,.
- (e) Temporary supply will be given for a period not exceeding one month in the first instance, but the supply can be extended for further periods not exceeding one month on each occasion after collecting additional deposits to cover the extended period. For construction works connection may be granted for longer period.
- (f) Where temporary supply is required for a fair, exhibition, touring cinema, circus etc. the same shall be sanctioned in the first instance for the entire period of validity of the license/ permission or for the period requisitioned for, whichever is shorter.
- (g) The meter reading for temporary supplies will be taken at the end of each fortnight or at the end of period applied for whichever is shorter. Where supply is given at HT or EHT, the meter readings will be taken once in a week.
- (h) The energy meters shall be provided on the distributing mains from which the service line for temporary connection has been tapped.
- (i) The existing consumers under LT domestic and non-domestic categories may use its connection for the purpose of further construction in the same premises subject to the condition that its connected load/contract demand shall not exceed the overall sanctioned load/demand. This facility shall not be available for construction of Building Complexes and to other categories of consumers.
- (j) Where arranging temporary supply necessitates replacement of existing transformer, supply will be arranged only on the condition that the applicant meets the hire charges of new transformer as per **item 18 of Part -II.**
- (k) The applicant requiring temporary connection shall be required to pay the charges as per **item 18 of Part -II.**
- (l) 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 temporary supply tariff (both fixed and energy charges)

prescribed for respective category of consumer. The billing shall be done on the basis of "Tariff for Temporary Supply" under "Tariff for Supply of Electricity.

45. Tampering, distress or damage to electric plant etc.

- (1) In case of tampering, distress or damage to electrical plant, electric lines or meter by a consumer, the Nigam may, in addition to other action under the provisions of the Act, recover the cost of repair or replacement of such electric plant, electric lines 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 has been repaired or replaced.

(A) Measures to control Theft

(1) General

- (a) The Assessing Officer or Authorized Officer may at any time enter upon the consumer's premises for inspection, if, there is reason to suspect that the consumer is engaged in act of unauthorized use or theft of electricity.
- (b) Under the provisions of section 135 of the Act, the Authorized Officer may
 - (i) enter, inspect, break-open and search any place or premises in which he has reason to believe that electricity has been, is being or is likely to be used in an unauthorized manner.
 - (ii) search, seize and remove all such devices, instruments, wires and any other facilitator or article which has been, is being, or is likely to be used for unauthorised use of electricity;
 - (iii) examine or seize any books of accounts or documents which in his opinion may be useful for or relevant to, any proceedings in respect of the offence under sub-section (3) and allow the person from whose custody such books of accounts or documents are seized to make copies thereof, or take extracts there from in his presence.
- (c) The occupant of the place of search or any person on his behalf shall remain present during the search and a list of the items seized during the search shall be prepared and delivered to such occupant or person who will sign the list.

Provided that no inspection, search or seizure of domestic places or domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying the premises.
- (d) As per section 135 of the Act, the provisions of the Criminal Procedure Code 1973, relating to search and seizure will apply, for such searches and seizure under this regulation.
- (e) In case of entry in the premises by the Assessing Officer / Authorized Officer, an inspection memo, as per Annexure – 2, shall be prepared, a copy of which will be handed over to the consumer. Inspection memo shall also

be prepared and copy supplied to the consumer / occupant, even if no abnormality is detected. In case the inspection reveals prima facie an act of unauthorized use or theft of electricity, the Officer may seize the evidence of such act, prepare a seizure memo, as per Annexure – 3, and hand over a copy of it with a copy of inspection report, to the consumer or his representative or employee whoever may be present there. In case of refusal to accept the memos, the same shall be affixed at the main entrance of the premises and a copy be sent by post, which will be deemed to have been served on the consumer. The copy of inspection and seizure memo with numbered pages will be supplied by the Nigam to the Assessing Officer / Authorized Officer.

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

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

- (f) In case the Assessing Officer is obstructed or prevented in any manner from entering upon the consumer's premises, the electric supply may be disconnected immediately after informing the consumer in writing. The supply will remain discontinued only as long as the consumer does not allow the Assessing Officer to enter the premises and perform his duties and no longer than that.
- (g) The Nigam shall not be liable for any loss, inconvenience or damage caused to the consumer on account of such inspection or disconnection of supply.
- (h) Supply of electricity by an owner to his tenants or by an employer to his employees in residential colonies as per the Supply Code Regulations or Tariffs for supply of electricity will not be considered sale or unauthorized use of electricity.
- (i) If a consumer is found indulging in an unauthorized use or theft of energy or both, the assessment provisions will operate separately for each of such act of wrong doings.
- (j) Assessed charges for unauthorized use or amount of civil liability in case of theft of electricity shall be in addition to any other charges as may be leviable for making good the Nigam's equipment/ line etc, damaged due to such unauthorized use or theft of electricity, if any, besides the criminal proceedings that may be taken against him under the law.
 - (i) as per sub-clause (a)(iv), tampered meter shall be immediately rectified or replaced;
 - (ii) as per sub-clause (a)(vii), supply shall be immediately disconnected without any notice; and
 - (iii) as per sub-clause other than (a)(iv) & (a)(vii), the Assessing Officer / Authorized Officer shall ask the consumer to remove the cause of such

unauthorized use of electricity immediately, failing which the Nigam shall serve a 24 hours notice asking the consumer to remove the cause of such unauthorized use of electricity, failing which his supply shall be disconnected.

- (k) The provisions of these regulations shall be subject to special provisions for agriculture consumers as may be prescribed by the State Government under Agriculture Policy or otherwise through the directives to the Commission in the matter of policy under section 108(1) of the Electricity Act 2003.
- (l) If a consumer is serving employee of the power sector companies of the State and is found indulged in an unauthorized use under Section 126 or theft of electricity under Section 135 of the Electricity Act, 2003 or both, in addition to application of the assessment provisions, shall be liable to disciplinary action, besides other actions as prescribed in law.

(2) Unauthorized use of electricity

- a) The unauthorized use of electricity has been defined at 'Explanation (b)' below section 126 of the Electricity Act 2003. In general, it will be considered where the electricity consumption is recorded correctly by the meter or can be correctly assessed from the meter reading, but on checking the premises the Assessing Officer / Authorized Officer prima-facie finds an evidence of any activity as per aforesaid explanation and shall include:
 - i. use of electricity supplied under lower tariff for a purpose for which a higher tariff is in force, or
 - ii. exceeding the sanctioned connected load through meter, other than domestic and small (up to 5 kw load) non-domestic consumers, or
 - iii. for the purpose other than for which the usage of electricity was authorized; or for the premises or areas other than those for the electricity supply was authorized.
 - iv. use of electricity through a tampered meter e.g. seal broken, glass broken etc., with no other evidence of dishonestly obstructing the electricity without noticeable fall in the recorded consumption; or
 - v. use of apparatus for splitting the phase to run a 3-phase appliance when 3-phase supply is not available to him, or
 - vi. non-compliance of orders imposing restriction on use of electricity during power cut /load shedding or
 - vii. restoration of the service through meter, disconnected by the Nigam, or
- b) In case unauthorized use of electricity is
- c) The supply so disconnected shall be reconnected only after the receipt of a written intimation from the consumer about discontinuance of unauthorized use of electricity, to the satisfaction of the Nigam.
- d) The Assessing Officer will prepare a provisional assessment under section 126(2) of the Electricity Act 2003. The quantum of assessment, the period and the rate will be assessed as hereunder:
The State Govt. vide its notification No. F.15(4) Energy/2003 dated 25/28-04-08 had designated the following officers of Jodhpur Discom as Assessing officers

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

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

e) **Quantum of Assessment**

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

- i) For 2(a) (i) – In proportion of higher tariff load to total load.
- ii) For 2(a) (ii) – Quantum of exceeded load.
- iii) For 2(a) (iii) – In proportion of extended load to other premises to total load (including extended load).
- iv) For 2(a) (iv) – Where meter has stopped or become inaccurate (defective with metering errors), the assessment would be done as per clause 32 or 33 of these terms and conditions, as the case may be.
- v) For 2(a) (v) – On entire consumption.
- vi) For 2(a) (vi) – On entire consumption.
- vii) For 2(a) (vii) – On entire consumption.

f) **Period of Assessment**

If the Assessing Officer reaches the conclusion that unauthorized use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorized use of electricity has taken place. Where such unauthorized use can not be ascertained, the time period be limited to twelve months immediately preceding the date of inspection.

g) **Rate of Charge**

The assessment shall be made at rate of charge as under:

- (i) For 2(a) (i) – at twice the tariff applicable to the higher tariff category of service.
- (ii) For 2(a) (ii) – at twice the fixed charges applicable for the relevant category of service connection.
- (iii) For 2(a) (iii) – at twice the fixed charges applicable for the relevant category of service connection or extended load, whichever is higher.

- (iv) For 2(a)(iv) to (vii) – at twice the tariff applicable for the relevant category of service connection.

h) **Multiple unauthorized use of electricity**

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

i) **Exemption**

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

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

j) **Billing**

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

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

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

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

payment, the amount will be shown as arrear in the regular bill.

k) **Appeal to Appellate Authority.**

- (i) Any consumer aggrieved by a final order served by the Assessing Officer may, within thirty days of the said order, may prefer an appeal accompanied by such fee as specified by the Commission in the 'Rajasthan Electricity Regulatory Commission (Appeals against assessment) Regulations 2004' to Appellate Authority.
- (ii) No appeal against assessment order under sub-clause (i) will be entertained unless an amount equal to half the assessed amount is deposited in cash or through bank draft duly supplemented with documentary evidence.
- (iii) The Appellate Authority will dispose off the appeal after hearing the parties and will pass an appropriate order and also endorse to the Assessing Officer and to the appellant.
- (iv) The Appellate Authority Order will be final and not appeal-able.
- (v) The consumer will be served with a revised bill as per final order of the appellate authority with interest thereon to be paid in 7 days.
- (vi) If a consumer defaults in making the payment within seven days of serving the final order of the appellate authority, the connection will be disconnected after serving a fifteen days notice which will not be reconnected until the bill amount is cleared. In case of non- payment, the amount will be indicated as arrear in regular bill and action will be taken for recovery.
- (vii) An interest of 16% per annum will be charged on the amount as per final order of the appellate authority after thirty days from the date of final order, compounded every six months as per section 127(6) of the Electricity Act 2003.

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

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

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

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

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

- | | |
|--|-----------|
| (a) Zonal Chief Engineer (T&C), RRVPNL, Jodhpur | -Chairman |
| (b) Chief Accounts Officer (STPS), RRVUNL, Suratgarh | -Member |

(c) Superintending Engineer(T&C),RRVPNL, Jodhpur -Member

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

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

(1) Jodhpur City Circle/District Circle :

(a) Superintending Engineer (T&C), RRVPNL, Jodhpur -Chairman
(b) Chief Accounts Officer(STPS), RRVUNL, Suratgarh -Member
(c) XEN-TA to ZCE(T&C), RRVPNL, Jodhpur -Member

(2) Pali Circle :

(a) Superintending Engineer (T&C), RRVPNL, Kakani -Chairman
(b) Accounts Officer(G&GP), RRVUNL, Jaipur -Member
(c) XEN(220KV GSS), RRVPNL, Pali -Member

(3) Jalore Circle :

(a) Superintending Engineer (T&C), RRVPNL, Sirohi -Chairman
(b) Accounts Officer (H&GP), RRVUNL, Jaipur -Member
(c) XEN (220KV GSS), RRVPNL, Jalore -Member

(4) Sirohi Circle :

(a) Superintending Engineer (T&C), RRVPNL, Sirohi -Chairman
(b) Accounts Officer (STPS), RRVUNL, Suratgarh -Member
(c) XEN (220KV GSS), RRVPNL, Sirohi -Member

(5) Barmer Circle :

(a) Superintending Engineer (T&C), RRVPNL, Barmer -Chairman
(b) Accounts Officer(GLTPP), RRVUNL, Giral (Barmer) -Member
(c) XEN(400KV, GSS), RRVPNL, Barmer -Member

(6) Jaisalmer Circle :

(a) Superintending Engineer (T&C), RRVPNL, Jaisalmer -Chairman
(b) Sr. Accounts Officer(RGTPP),RRVUNL, Jaisalmer -Member
(c) XEN(400KV, GSS), RRVPNL, Jaisalmer -Member

(7) Bikaner City Circle/ District Circle:

(a) Superintending Engineer (T&C), RRVPNL, Bikaner -Chairman
(b) Sr. Accounts Officer(STPS), RRVUNL, Suratgarh -Member
(c) XEN(400KV, GSS), RRVPNL, Bikaner -Member

(8) Hanumangarh Circle/Churu Circle :

(a) Superintending Engineer (T&C), RRVPNL, Hanumangarh -Chairman
(b) Sr. Accounts Officer(STPS), RRVUNL, Suratgarh -Member
(c) XEN(220KV, GSS), RRVPNL, Hanumanagarh -Member

(9) Sriganganagar Circle :

(a) Superintending Engineer (T&C), RRVPNL, Hanumangarh -Chairman
(b) Accounts Officer(STPS), RRVUNL, Suratgarh -Member
(c) XEN(220KV, GSS), RRVPNL, Udyog Vihar(SGMR) -Member

The Circle Superintending Engineer (O&M) of concerned Circle would be the presenting and Nodal Officer for Circle Level Appellate Authority cases.

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

Note :-

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

S.No.	Amount Assessed	Fee
1	Upto Rs.1,00,000/-	Rs.500/-
2	Above Rs.1,00,000/-	Rs.1,000/-

3. The fee shall be paid by a crossed bank draft or banker cheque in favour of Appellate Authority payable at his head quarter.
4. The quorum for the meeting would be 50% members including the Chairman of the committee.
5. The Appellate Authority is required to take a consensus decision in cases. Cases decided by Appellate Authorities shall not be heard by Consumer Grievance Redressal Forum(s) constituted by Nigams.

(3) Theft of energy

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

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

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

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

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

b) Disconnection

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

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

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

c) Legal Action

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

d) **Quantum of Provisional Assessment**

The quantum of electricity for civil liability shall be provisionally assessed as hereunder:

Category	LT Supply (Units/kW*/month)	HT Supply (Units/kVA**/month)
Domestic	85	100
Non-Domestic	250	600
Public Lighting	300	Not applicable
Small Industry	200 per shift	Not applicable
Medium Industry	200 per shift	200 per shift
Mixed Load	150	150
Large Industry	Not applicable	200 per shift

Note: For the purpose of assessment

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

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

e) **Period of Assessment**

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

f) **Rate of Charge**

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

g) **Billing**

The amount so assessed will be reduced by the amount of energy recorded by the meter or fixed charges amount, as the case may be, chargeable at normal rate and balance amount will be charged from the consumer by separate billing indicating the details. In case of non-payment, the amount will be shown as arrear in the regular bill and further action will be taken for recovery. In case a person not being a consumer, the demand will be raised and conveyed through a letter of demand, for making payment.

h) **Restoration**

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

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

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

(4) Compounding of offences.

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

- a) On payment of a sum of money as above, any person in custody in connection with that offence of theft of electricity will stand exonerated and no proceedings will be instituted or continued against such consumer or person in any criminal court.
- b) The acceptance of such sum of money for compounding an offence will be deemed as acquittal within the meaning of section 300 of the Code of Criminal Procedure, 1973.
- c) For availing such compounding, the consumer or person will furnish an undertaking to the effect that such compounding of criminal offence of theft of electricity, is being done first time

46. Power of Nigam to enter premises.

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

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

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

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

- (2) Where a consumer refuses to allow the Nigam or any person acting on his behalf to enter his premises or land for the purposes of **sub-clause (1)** or having entered, refuses to allow him to perform any act which he is authorized to perform, the Nigam may after the expiry of twenty four hours from the service of a notice in writing on the consumer, cut off the supply to the consumer.

- (3) The supply shall remain discontinued for so long as the consumer does not allow the Nigam or the person acting on its behalf, to enter the premises and perform his function under **sub-clause (1)** but for no longer.

47. Resale of energy

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

48. Restriction on use of supply

- (1) The consumer agrees to restrict or regulate consumption of electrical energy supplied under the agreement during peak hours as may be directed by the Nigam in writing and any other hours as and when required to do so if the power position or any other emergency warrants such an action.
- (2) The consumer agrees to the supply of electricity under the agreement being curtailed, staggered or cutoff altogether by the Nigam if the power position or any other emergency in power system warrants such a course of action.
- (3) The Nigam would have the right to discontinue temporarily power to the consumer at any time at its discretion, whenever it becomes necessary for the purpose of testing plant, equipments etc. and for this no compensation will be payable to the consumer.
- (4) If in the opinion of the Nigam, the consumer at any time, is prevented from receiving or using the electrical energy to be supplied under this agreement in whole, owing to any strike, lawful lockouts, riots, insurrections, command of a civil or military authority, fire, explosions or Act of God, then the consumer shall not be liable to pay the fixed charges amount for the period of the event(s) mentioned above, provided the consumer notifies the Asstt. Engineer concerned and the billing authority within three days in writing of the occurrence of any event as noted above with necessary details to prove that the occurrence is preventing/has prevented the consumer from receiving or using the amount of power for industrial purpose. A certificate from the Labour Commissioner (or an officer generally authorised by the Labour Commissioner for this purpose) certifying about the period of strike/lockout shall be a conclusive proof of the fact. Such certificate shall be submitted by the consumer to the concerned AEn and the billing authority preferably within a period of 15 days from the date, the Strike/lockout is over. The monthly consumption for lighting etc. recorded in the meter(s) during such period shall be limited to 6% of the average consumption over the preceding three months or of the minimum consumption whichever is higher. The consumer shall take readings of the meter(s) at the beginning and at the end of the strike/lockouts and shall immediately intimate the same in writing to the concerned Asstt. Engineer This reading shall be verified by the concerned A.En. / J.En. within 24 hours of the receipt of the information regarding the reading received from the consumer. The Asstt. Engineer concerned should be kept informed fortnightly about further developments of the event. The decision of the Nigam in this behalf shall be final and binding on the consumer.

49. Redressal of grievance

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

50. Forum for redressal of grievance

(1) The jurisdiction of the Forum:

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

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

(B) Grievance of Monetary nature:

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

(2) Constitution of various Forums:

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

(A) Sub-Divisional Forum

- (1) The following shall constitute the forum:

(a)	The Assistant Engineer of the Concerned O&M sub-division.	Chairman
(b)	Asstt. Revenue Officer/Sub-divisional Accountant of the concerned sub-division.	Member Secretary
(c)	Junior Engineer (O&M) to be nominated by the concerned Executive Engineer amongst his Division.	Member
(d)	Independent person as nominated by RERC	Member
- (2) At least 50% members including the Chairman shall constitute the quorum. The forum is empowered to entertain cases involving grievances of monetary in nature. Cases, which have been made out by Vigilance/Audit/M&P Wing, shall not be entertained by this forum.

(B) Divisional Forum

- (1) The following shall constitute the forum:
- | | | |
|-----|---|------------------|
| (a) | The Executive Engineer (O&M) of the concerned Division | Chairman |
| (b) | Asstt. Engineer (O&M) of the concerned Sub-division | Member Secretary |
| (c) | Asstt. Revenue Officer of the concerned O&M Sub-division | Member |
| (d) | Representative of the Internal Audit wing posted at the headquarter not below the rank of Asstt. Accounts Officer and in his absence of AAO of the concerned Circle (for the case the dispute is arising out of Audit objection.) | Member |
- OR**
- | | | |
|--|--|--------|
| | Executive Engineer (M&P) of the area or his representative not below the rank of Asstt. Engineer (For the cases made out by M&P Wing). | Member |
|--|--|--------|
- OR**
- | | | |
|-----|--|--------|
| | Asstt. Engineer (Circle Vigilance) or Asstt. Accounts Officer to be nominated by the Vigilance wing (For the cases made out by Vigilance wing) | Member |
| (e) | Independent person as nominated by RERC | Member |
- (2) At least 50% members including the Chairman shall constitute the quorum.

(C) Circle (District) Forum

- (1) The following shall constitute the forum:
- | | | |
|-----|---|------------------|
| (a) | Superintending Engineer(O&M) of the Circle concerned. | Chairman |
| (b) | Executive Engineer of the concerned Division. | Member Secretary |
| (c) | Accounts Officer of the circle concerned | Member |
| (d) | Executive Engineer (CommI)/Sr. Accounts officer if considered necessary to be nominated by the Commercial wing. | Member |
| (e) | Superintending Engineer(M&P) of the area or his representative not below the rank of Executive Engineer (for the cases made out By M&P Wing). | Member |
- OR**
- | | | |
|--|---|--------|
| | Any Officer of the Vigilance Wing not below the rank of AEN to be nominated by Vigilance Wing (for the cases made out by Vigilance) | Member |
|--|---|--------|
- OR**
- | | | |
|--|--|--------|
| | Any Officer of the I.A. wing not below the | Member |
|--|--|--------|

Rank of AAO to be nominated by I.A. wing
(for the cases made out by I.A. wing)

(e) Independent person as nominated by RERC Member

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

(D) Corporate Forum

(1) The following shall constitute the forum:

(a)	Managing Director	Chairman
(b)	Director (Finance)	Member
(c)	Director (Technical)	Member
(d)	Chief Engineer (HQ)	Member Secretary
(e)	Zonal Chief Engineer	Member
(f)	Chief Accounts Officer	Member
(g)	Executive Engineer(Legal)	Member
(h)	Independent person as nominated by RERC	Member

(2) At least 50% members including the Chairman shall constitute the quorum. The Chairman may invite other Chief Engineer and/or officer in required, as special invitee.

(3) Registration of complaint/grievances:

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

9. The office of the Forum Chairman or the authorized officer/official will acknowledge the grievance received, indicating the registration number and the date.

(4) Registration Fee:

(a) No fee shall be payable by the consumer for the redressal of non-monetary nature of grievance.

(b) The registration of monetary nature grievances will attract a fee of:

(i)	at sub-divisional Forum	-	Rs. 50/-
(ii)	at Divisional Forum	-	Rs. 100/-
(iii)	at Circle (District)	-	Rs. 250/-
(iv)	at Corporate Forum	-	Rs. 1000/-

(c) In case of Central/State Government, fees shall not be chargeable.

(5) Disposal of grievances:

(a) The Forum will redress the consumer grievances as per the mechanism for pre-litigative conciliation at the request of the consumer to arrive at possible settlement i.e. through compromise with fairness, equity and justice on merit of each case considering the provisions of the Act, Rules and Regulations and directions of the Commission and the provisions of the settlement committee.

(i) Where the mutual consensus is arrived at settlement proceeding will be recorded and a copy thereof will be made available to the consumer.

(ii) Where no mutual consensus is arrived at, the forum will pass speaking orders on merits indicating the contention of the consumer and ruling of the Forum.

(iii) Consumer aggrieved by the decision of Sub-Divisional/ Divisional/Circle Forum will have the option to approach the Corporate Forum before making an appeal to the Ombudsman. For monetary nature of grievances, a fee of Rs.750/- be deposited while appealing the Corporate Forum.

(b) The Chairman of the Forum, on considering the grievance, if satisfied, may grant an interim relief, pending final disposal of the grievance where prima-facie it appears to be genuine and the consumer is likely to suffer an irreparable loss if, an immediate relief is not provided.

(c) Every Forum, at the office will display the date of meeting last held & the next meeting scheduled number of grievances settled and pending.

(6) Time frame for disposal of grievances:

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

(7) Appeal:

(1) If a consumer's grievance is not redressed by the Forum within the specified time or the consumer is not satisfied with the disposal of his grievance, he will be free to approach the 'Ombudsman' appointed by the Commission as per RERC (Settlement of Dispute by Ombudsman) Regulation, 2003.

(2) If an appeal is made by the aggrieved consumer due to non-disposal of his grievance by the Forum in the given time frame, the matter with the earlier Forum will stand dropped.

(8) Wide publicity of Form office:

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

(9) Monitoring of grievances:

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

(10) Consumer's Rights Protection:

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

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

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

Ombudsman

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

51. 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.

52. Consumer's switchgear, installation and apparatus

(A) General

Mains

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

Approval from Nigam

- (2) Before any wiring or apparatus in case of LT consumer and transformer, switchgear and other electrical equipment in the case of HT consumer is connected to the Nigam's system, the same shall be subject to inspection and approval of the Nigam for compliance of Rules 45, 47 to 51 and 63 and no connection will be made without Nigam's approval. Further, installations with

connected load exceeding 5 (five) kW and large building/complex must comply with provisions of the Rules relating to earth leakage.

Switches and fuses

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

Balance of installation

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

Earthing

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

Plugs

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

Wiring

- (7) For protection of consumer and public in general, it is necessary that wiring on the consumer's premises should conform to the Rules, Wiring shall be carried out by a licensed Electrical Contractor as per rule 45 of the Rules. As soon as the consumer's installation is completed in all respects and tested by the consumer's contractor, the consumer should submit to the Nigam wiring contractor's completion and test report i.e. installation certificate.
- (8) Applicant shall furnish installation certificate 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%).
- (18) The existing consumers are also required to install capacitors and maintain these in working condition failing which surcharge as per tariff shall be levied. The supply shall be disconnected if the failure continues for 3 months.
- (19) In case the average power factor falls below 0.70 (70%) the installation shall be disconnected after serving 7 (seven) days notice and disconnection shall continue until remedial measures to ensure an average power factor of 0.90(90%) are taken.

Consumer's responsibility for safety of his installation

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

Fault in consumer's installation/apparatus

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

(B) Consumer's installation for LT Supply

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

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

- (23) In addition to the above provisions, a HT / EHT consumer shall provide on HT/EHT side (after metering equipment) a gang operated triple pole isolating switch with HT/EHT fuses of fast blowing characteristic which shall be graded to so operate that they blow off before the over load protective devices in the Nigam's terminal cubical operate. Suitable Automatic Circuit Breaker of a make approved by the Nigam shall also be installed by the consumer on the low-tension side of the transformer/ on each feeder. The consumer may, instead of providing HT/EHT fuse, install suitable Circuit Breaker fitted with automatic overload protective device and of sufficient rupturing capacity to be specified by the Nigam to protect his installation under short circuit condition. These switchgears shall be maintained by consumer to the reasonable satisfaction of the Nigam.
- (24) A consumer shall consult the Nigam in his own interest before ordering HT/EHT switchgear and deciding on the layout thereof. He shall strictly comply with all directions, specifications, clearance and standard layout prescribed by the Nigam from time to time.
- (25) A consumer requiring HT or EHT supply must provide and maintain at his expense a locked and weather proof enclosure of a design to be approved by the Nigam for purposes of housing the Nigam's terminal, high tension switchgear and metering equipment. Such enclosure shall be provided at the entrance of the premises and may also be used by the consumer for housing his own HT/EHT switchgear; transformer and other apparatus with the permission of the Nigam in

writing but such enclosure shall not be used for any other purpose. The Nigam shall have free access to the enclosure at all time without any notice for purposes of inspecting, testing and maintenance of the Nigam's apparatus.

- (26) Oil filled transformer installed indoor shall not be on any floor above the ground. Only "Dry Type Transformers" would be installed if the transformer is to be installed in basement or underground.

(D) Harmonic voltage distortion

- (27) An HT/EHT consumer shall carry out harmonic analysis under full load conditions. Harmonics produced by the consumer's load shall be such that individual harmonic voltage distortion (Vn) and total harmonic voltage distortion (Vt) at the point of supply does not exceed 1% (one percent) and 3% (three percent) respectively. The individual harmonic voltage distortion (Vn) shall be root mean square amplitude of a harmonic voltage, of that order and expressed as a percentage of root mean square amplitude of the fundamental. Total harmonic voltage distortion (Vt) expressed as a percentage of the root mean square amplitude of the fundamental shall be as calculated using the following expression, where V₂, V₃are 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.

53. 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.

54. 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.

55. 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 installation certificate 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.

56. 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.

57. 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.

58. 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.

59. Metering Regulations

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

60. Interpretation

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

61. Removal of Difficulties :

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

Part -II

Scale of Miscellaneous Charges

1. Application Fee

(1) For LT - Supply:

- | | |
|---------------------------|------------------------|
| a) Agriculture connection | As per Part-III |
| b) Others | |
| i. LT - Single Phase | Rs.200/- |
| ii. LT - Three Phase | Rs.500/- |
- Provided that for domestic consumers the application fee shall be NIL.

(2) For HT - Supply:

- | | |
|-------------|-----------|
| i) 11 KV | Rs.1000/- |
| ii) 33 KV | Rs.2000/- |
| iii) 132 KV | 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 with 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 Kachhi Basti - 2000/- Urban (Developed or Undeveloped Areas) - 3000/-
2.	Non-domestic	<u>Rural</u> Load upto 1 KW -2000/- 1KW-5KW -3000/- 5KW-10KW -5000/- above 10KW -additional sum @ Rs 250/- for each KW or part thereof beyond 10KW <u>Urban</u> Load upto 1KW -3000/- 1KW-5KW -4000/- 5KW-10KW -6000/- above 10KW -additional sum @ Rs 250/- for each KW or part thereof beyond 10KW
3.	Public Street Lighting	@Rs.5000/- per connection. This does not include line/network cost.
4.	Agriculture	As per Part-III
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 overhead charges as per provisions.
4.	Agriculture	As per Part-III
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 ACSR – Weasel	60 m	Rs.2.16 lacs
11	S/C on 9m PCC poles with ACSR – Dog	60 m	Rs.4.02 lacs
11	S/C on 12.8m Lattice Tower with ACSR – Dog	50 m	Rs. 12.72 lacs
11	S/C on 12.8m Lattice Tower with ACSR – Panther	50 m	Rs.15.78 lacs
33	S/C on 9m PCC poles with ACSR – Dog	60 m	Rs.4.43 lacs
33	S/C on 12.8m Lattice Tower with ACSR – Dog	50 m	Rs.12.75 lacs
33	S/C on 12.8m Lattice Tower with ACSR – Panther	50 m	Rs.15.86 lacs
33	S/C with XLPE Cable – 300 Sq.mm x 3 core	-	Rs.25.35 lacs
132	S/C with ACSR – Panther	335 m	Rs.12.96 lacs
132	D/C with ACSR – Panther	335 m	Rs.22.35 lacs
220	S/C with ACSR – Zebra	335 m	Rs.23.83 lacs
220	D/C with ACSR – Zebra	335 m	Rs.41.47 lacs
132	Bay	-	Rs.63.00 lacs
220	Bay	-	Rs.107.59 lacs

Note: Cost of line with other specification shall be charged on material cost plus overhead charges towards labour, transport, workshop, establishment, audit & contingency etc. as prescribed by Nigam from time to time.

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 sum worked out on the basis of Rs. 100/KW,200/KW and 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 who opt for Special fortnightly billing and enter 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 C.T. 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 15VA, bakelite type	600/-
7.	LT CT – class 0.5, burden 10VA, resin cast type	300/-
8.	11kV 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/-
12.	Single phase pre-payment meter	5,500/-
13.	Three phase pre-payment meter	10,000/-

**(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 160 kVA	@ 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	Rs. 150/-
(ii) For HT supply	Rs. 450/-
(iii) For EHT supply	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/-
g) ABT compliant meter	Rs.10,000/-

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 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 Three Phase	Rs. 100/- Rs. 200/-
H.T.- 11 kV 33 kV 132 or 220 kV	Rs. 2000/- Rs.2000/- 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 1phase 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 overhead charges as per provisions

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*
Duplicate copy of bill for all category consumers	Free

*The Nigam shall provide the facility of free download of copy of bills from its website which shall be considered valid for payment

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. Connection Transfer Fee

a)	Domestic	Rs.50/- per installation
b)	All L.T. installations	Rs.250/- per installation
c)	H.T. installations	Rs.2500/- per installation

17. Cheque dishonour fee

1.	Cheque amount upto and inclusive of Rs.10,000/-	5% of the amount subject to minimum of Rs.100/-
2.	Cheque amount Rs.10,001/- and upto and inclusive of Rs.1,00,000/-	3% of the amount subject to minimum of Rs.500/-
3.	Cheque amount above Rs.1,00,000/-	2% of the amount subject to minimum of Rs.3,000/-

18. 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 (b) Three Phase	Rs. 25/- per meter 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.

Procedure for determination of connected load

The applicant shall furnish installation certificate for actual connected load as per definition prescribed. However, for the purpose of levy of any charges under the conditions of supply or charges for miscellaneous services or Tariffs for supply of Electricity and also for deciding the supply voltage, the connected load shall be determined as follows in case of LT consumers. The applicant is advised to workout the load for sanction accordingly.

1.	Bulb/Fan	60 Watt each
2.	Tube Light	40 Watt each
3.	Light Plug(5 Amp.)	60 Watt each
4.	Television (a) Colour (b) Black & White	100Watt 60Watt
5.	Power Plug(15 Amp.)	500 Watt each
6.	Fridge	250 Watt
7.	Desert Cooler	250 Watt
8.	Geyser	1500 Watt
9.	Air-Conditioner 1/1.5 Ton	1500 Watt/2200Watt
10	Water lifting pump 0.25HP or 0.5HP	180 Watt or 360 Watt(According to pump) or according to the equipment's original rating(Name plate specification).
11	Arc/induction furnace	600KVA per ton capacity of furnace
12	Any other motor/device	Rated capacity or as per testing

Note:

1. Total load for S.N.1 to 5 above, shall be considered with following diversity:
 - a. Domestic-30%
 - b. Public Street Light-100%
 - c. Others-80%
2. If any equipment is connected with plug point, equipment's load or plug point rating whichever is higher shall be taken. In such case, load of plug point shall not be counted separately.
3. The higher rating of only one equipment shall be considered if both Geyser and Air-conditioner are installed.
4. Load of fire protection equipments shall not be considered for assessing the connected load.

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सतर्कता जांच प्रतिवेदन (अन्तर्गत प्रावधान विद्युत अधिनियम 2003)

पुस्तक सं. _____ दिनांक _____ पृष्ठ संख्या _____

1. बस्ती का नाम _____ उपखण्ड _____ खण्ड _____ वृत्त _____
2. उपभोक्ता का विवरण _____
(अ) नाम व पता _____
(ब) खाता सं _____ (स) श्रेणी _____ (द) स्वीकृत भार _____
3. मौके पर उपस्थित व्यक्ति का नाम _____
(पूर्ण विवरण) एवं उपभोक्ता से संबंध _____
4. स्थापित मीटर का विवरण
 1. मीटर नं. _____
 2. क्षमता (एम्पीयर) _____
 3. चक्र प्रति यूनिट _____
 4. सी.टी. अनुपात _____
 5. सी.टी. गुणांक _____
 6. डायल नम्बर _____
 7. विद्युत बिल हेतु गुणांक (एम.एफ.) _____
 8. मीटर का स्थान एवं ऊंचाई _____
5. मीटर का पठन : के.डब्ल्यू.एच. के.वी.ए.एच.एम.डी.आई
अ. निरीक्षण का समय _____
ब. पूर्व पठन एवं दिनांक _____
6. मीटरों का विवरण बॉडी सील नं. _____ टर्मिनल सील नं _____
मीटर बॉक्स सील नं _____
7. मीटर में विद्युत कनेक्शन की _____
स्थिति एवं पाये गये दोष _____
8. सर्विस लाईन की स्थिति का विवरण _____
9. पाये गये विद्युत भार का विवरण _____
10. प्रतिदिन विद्युत उपभोग की अनुमति अवधि (औद्योगिक कनेक्शनों हेतु)

11. जांच के दौरान पाये गये अन्य दोष _____
(पूर्ण विवरण सहित) _____
12. अन्य साक्ष्य _____

13. जांच अधिकारी द्वारा टिप्पणी _____

14. उपभोक्ता की टिप्पणी _____

निरीक्षण मेरे सामने किया गया एवं जांच प्रतिवेदन की प्रति प्राप्त की। उपभोक्ता या उसके प्रतिनिधि के हस्ताक्षर (पूर्ण विवरण सहित)

कार्यालय सील

(जांच अधिकारी)
निर्धारण/प्राधिकृत अधिकारी
.....वि.वि.नि.लि.

-----fo | r forj .k fuxe fyfeVM
'फर्ड जब्ती' सामान बिजली चोरी

श्री _____ पुत्र श्री _____
निवासी _____ पुलिस थाना _____
जिला _____ दिनांक _____
समय _____ वी.सी.आर. नम्बर _____
रुबरू मोतविरान

1. श्री _____ पुत्र श्री _____
कौम _____ उम्र _____ निवासी _____
पुलिस थाना _____ जिला _____
हाल _____ वि.वि.नि.लि _____

2. श्री _____ पुत्र श्री _____
कौम _____ उम्र _____ निवासी _____
पुलिस थाना _____ जिला _____
हाल _____ वि.वि.नि.लि _____

उपरोक्त मोतविरान के समक्ष आज दिनांक _____ को
मन _____ वि.वि.नि.लि. _____ श्री _____ के
गांव/स्थान _____ के बिजली कनेक्शन चैक करने पर पाया गया कि उपरोक्त
व्यक्ति _____ उक्त व्यक्ति का यह
कृत्य विद्युत अधिनियम 2003 की धारा 135 के अन्तर्गत दण्डनीय अपराध है। वजह सबूत मौके पर
से _____ सामान साथ लाए गये 'किट' की सामग्री की मदद से जब्त कर नियमानुसार
सील मोहर किया गया तथा प्रयोग में लायी गयी मोहर अलग से 'सील' की जाकर रिकार्ड पर
रखी गई। मन जांच अधिकारी द्वारा घटनास्थल की फोटोग्राफी की गई।

3. हुलिया बिजली चोरी उपकरण
1.
2.
3.
4.
5.

समस्त हाजरान के समक्ष मौके पर फर्ड मुर्तिबकर समस्त को सुनाई गई, सुन समझ कर सही मान हस्ताक्षर किये।

1.
2.

कार्यालय सील
(जांच अधिकारी)

निर्धारण/प्राधिकृत अधिकारी
.....वि.वि.नि.लि.

जोधपुर 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 पत्र

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

1. आवेदक का नामपिता/पति का नाम.....
2. पूरा पता
3. टेलीफोन नमोबाईल न.
ई मेल
4. कनेक्शन की श्रेणी 1. घरेलू 2. अघरेलू (दुकान,कार्यालय,होटल,मन्दिर,अस्पताल,स्कूल, धर्मशाला हेतु)
3. कृषि 4 लघु उद्योग 5. मध्यम उद्योग 6.मिश्रित भार
7. सार्वजनिक रोशनी 8.वृहत् उद्योग
5. आवेदक की स्थिति 1. मकान मालिक 2. किरायेदार 3 कब्जेदार
6. आवेदक का प्रकार
(i) नया विद्युत संबंध ----- किलोवाट/हा.पा/केवीए स्थाई अस्थायी
(ii) भार वृद्धि/घटाना ----- खातासं. किलोवाट/हा.पा.सेकिलोवाट/हा.पा.
/संविदा मांगकेवीए सेकेवीए
(iii)वर्तमान कनेक्शन -----खाता सं.शिफ्टिंग हेतु..... से.....को
(iv)वर्तमान कनेक्शन -----खाता सं.....का नाम परिवर्तनसेको
(v)श्रेणी परिवर्तन -----खाता सं.के श्रेणी में परिवर्तन हेतुश्रेणी सेश्रेणी में ।
(vi)वर्तमान कनेक्शन -----खाता सं. जो कि श्रीके नाम से है उसे.....
..... का ट्रांसफरट्रांसफर करने हेतु ।
7. बैंक खाते का विवरण-----खाता.सं. (बचत/चालू)बैंक का नाम.एवं शाखा.....
..

(पासबुक के प्रथम व अन्तिम लेन-देन के पृष्ठ की प्रमाणित फोटो प्रति संलग्न करें।)

8. संलग्न दस्तावेज -----एल फार्म/शपथ पत्र किरायेदार/कब्जेदार होने पर अनुबन्ध पत्र अथवा
क्षतिपूर्ति का पत्र मकान मालिक होनेपर 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/ड्राइविंग लाइसेंस/ मतदाता का पहचान पत्र/आयकर पेन कार्ड/भामासाह कार्ड)

9. मीटर स्वामित्व आवेदक का जोधपुर वितरण निगम का

10. मैंने इस आवेदन/ अनुबन्ध प्रपत्र के पीछे सभी शर्तें पढ़ एवं समझ ली है। इन सभी शर्तों में तथा " विद्युत आपूर्ति हेतु शर्तें एवं निबन्धन भ:जबद्ध 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 करूंगा और सुरक्षा नियमों का पालन करूंगा।

साक्षी के हस्ताक्षर

आवेदक के हस्ताक्षर

नाम

नाम

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पता

पता

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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 (प) में (आवेदित सम्बद्ध भार की गणना निम्नानुसार करें)

क्र.स.	भार का वर्णन	संख्या	वाटेज	कुल वॉटेज
1	2	3	4	5 = (3x4)
1	बल्व/फेन/लाईट प्लग (5 एम्पीयर)		60 वॉट	
2	ट्यूब लाईट		40 वॉट	
3	टेलीविजन कलर /श्याम श्वेत		100 वॉट/60 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	

2. आवेदन/अनुबन्ध प्रपत्र नॉन ज्यूडिशियल स्टाम्प पेपर पर स्टाम्प ड्यूटी के लिये क्रम संख्या 6 ;पद्ध के क्रम में।
प्रार्थना पत्र शुल्क :-

1. एल.टी. सप्लाइ सिंगल फेज 200/रु. श्री फेज 500/रु. कृषि 75/रु. ग्रामीण 250/- रु. शहर एच.टी./ईएचटी सप्लाइ 11 केवी सप्लाइ 1000/- रु. 33 केवी सप्लाइ 2000/- रु. 132 केवी 4000/- रु. 220 केवी 4000/- रु.
2. स्टाम्प ड्यूटी नॉन ज्यूडिशियल स्टाम्प पेपर रु. 10/- एवं किरायेदार/कब्जेदार होने पर नॉन ज्यूडिशियल स्टाम्प पेपर रु. 100/- का अतिरिक्त
3. मीटर बॉक्स कीमत सिंगल फेज रु. 350/- श्री फेज रु. 950/-
4. मीटर सुरक्षा राशि सिंगल फेज रु. 350/- श्री फेज 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 रु. 5000/- शहरी क्षेत्र एससी/एसटी ग्रामीण क्षेत्र 250/-रु.
7. सर्विस कनेक्शन शुल्क
घरेलू कच्ची बस्ती 2000/- रु. अन्य क्षेत्र 3000/- रु. ग्रामीण आबादी क्षेत्र 1500/- रु. ग्रामीण नॉन आबादी क्षेत्र 3500/- रु. ट्राइबल सब प्लान 750/- रु.
अघरेलू 1 किवा भार तक 3000/- रु., 1 किवा भार से उपर 5 किवा तक 4000/- 5 किवा से उपर 10 किवा तक 6000/- रु. 10 किवा से उपर अतिरिक्त पर 250 रु. प्रति किवा

UKV %

1. नये कनेक्शनों के अतिरिक्त अन्य आवेदनों पर प्रार्थना पत्र 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- परिवर्तित स्थान के स्वामित्व के दस्तावेज की प्रति
 1. एल फार्म - परिसर में बिजली की फिटिंग विद्युत अधिनियम 2003 के अनुरूप है, का सर्टिफिकेट लाइसेन्सधारी/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 कि में यह(स्थान का पूर्ण विवरण) जो कि नगर परिषद /अन्य स्थानीय निकायमें 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 रहें। ऐसा न होने की स्थिति में मैं स्वयं निगम की बकाया रकम का देनदार रहूँगा।

हस्ताक्षर किराएदार

साक्षी (1)

हस्ताक्षर मकान मालिक

क्षतिपूर्ति बंध पत्र

(100 रु के नॉन ज्यूडिशियल स्टॉम्प पेपर पर)

जैसा कि मैं.....पुत्र/पत्नी श्री उम्रवर्ष निवासी..... ने सहायक अभियन्तावि.वि.नि.....के कार्यालय में विद्युत कनेक्शन हेतु आवेदन किया है। जैसा किवि.वि.नि. ने उक्तस्थित मकान/दुकान.....को मेरे द्वारा अपेक्षित विद्युत कनेक्शन के लिए मकान /दुकान की सहमति मांगी है।

जबकि मैं मकान/दुकान मालिक सहमति पत्र प्रस्तुत करने में असमर्थ हूँ चूँकि जा.वि.वि.नि,ने इस सम्बन्ध में मुझ से लिखित वचन चाहा है अगर मैं और मकान/दुकान मालिक के मध्य इस विद्युत कनेक्शन से 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 दिये जाने हेतु साक्ष्य किया जाकर मैं वचन देता हूँ कि निगम को इस सम्बन्ध में हुए वादकरण के कारण हुई सभी प्रकार की हानियों / क्षतियों एवं खर्चों की क्षतिपूर्ति का वचन देता हूँ।

स्थान

साक्षी का नाम

(निष्पादक के हस्ताक्षर)

दिनांक

पता

शर्तें - कन्ड्यूट पाईप एवं फिटिंग हेतु आवश्यक नट बोल्ट इत्यादि ,आवेदक द्वारा उपलब्ध कराया जायेगा ।

प्रमाण पत्र तहसीलदार (कृषि कनेक्शन)

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

ह. पटवारी

हल्फा न.

ह. तहसीलदार

Checklist for completed Application Form

Activity	Yes/NO
1) Non-judicial stamp paper as prescribed by the State Government has been attached	<input type="checkbox"/>
2) (a) Proof of ownership of the premises: (any one of the following)	
a) Title Deed (Registry)	<input type="checkbox"/>
b) Possession letter issued by Local Bodies or any other Government authority like RIICO, Industries Deptt. etc.	<input type="checkbox"/>
c) In Rural areas, the certificate issued by Revenue authorities.	<input type="checkbox"/>
d) Mortgage deed	<input type="checkbox"/>
e) Patta	<input type="checkbox"/>
f) Sale deed	<input type="checkbox"/>
g) Allotment letter	<input type="checkbox"/>
h) Court order	<input type="checkbox"/>
i) Any other document (specify)	<input type="checkbox"/>
(b) Proof of tenant or occupier: (any one of the following)	<input type="checkbox"/>
3) Site map indicating location of the premises, metering equipments etc.	<input type="checkbox"/>
4) " No Objection Certificate" (NOC) from Rajasthan Housing Board if the connection is desired in RHB Colonies under categories other than Domestic & Non- Domestic.	<input type="checkbox"/>
5) "Installation Certificate" (may even be furnished later on but before release of connection.)	<input type="checkbox"/>
6) Details of load for sanction	<input type="checkbox"/>
7) In case the connection is to be released on HT or EHT supply& the transformer is installed by the consumer, a permission letter of Electrical Inspectorate (may even be furnished later on but before release of connection.)	<input type="checkbox"/>
8) Amount of applicaton fee and other charges as per Part -II .	<input type="checkbox"/>
9) Amount of security as per Part -I and Part -II	<input type="checkbox"/>
10) Any other document	

**MODEL POWER SUPPLY AGREEMENT FOR ELECTRICAL ENERGY SUPPLY ON
HT/EHT SYSTEM**

This Agreement made this.....day of.....20.....between theVidyut 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 as the "CONSUMER" which expression, wherever the context so admits shall include its successor or successors in business and permitted assigns of his heirs, executors, administrators) of the other part.

Whereas at the request of the Consumer, the Nigam has agreed to supply to the Consumer electricity at the consumer's premises situated at.....and indicated in red in the map attached hereto for purpose of.....and the Licensee 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 Licensee shall supply electrical energy of three phase, alternating current, at a declared voltage of.....between phases and at a nominal frequency of 50 (fifty) cycles per second at the terminals from its distributing main at HT/EHT as specified in the Terms and Conditions for Supply of Electricity-2004 (with its amendments) to the premises of the Consumer and the Consumer shall take from the Licensee electricity required for the purpose herein above recited at the single point of supply up to the maximum of..... KVA (hereinafter called contract demand).
- (2) Electrical energy supplied to the premises shall not be utilized by the Consumer in any manner prejudicial to the Licensee and all usage must be according to such method or methods approved by the Licensee. The use of power must be confined to such places as shall have been previously approved in writing by the Licensee. In case prejudicial use of power is detected, the Consumer shall pay penal charges in accordance with the provisions of the Terms and Conditions for Supply of Electricity-2004 (with its amendments). Besides, for dishonest abstraction/use/consumption of electricity or interference with the metering equipment or accessories, the Consumer agrees and undertakes not to resell any part of the power supplied to him.
- (3) The point of supply as well as the metering point shall be at the Transmission Licensee's/Licensees, substation at_____(FOR EHT ONLY).
- (4) The Consumer agrees to take supply under any conditions of restrictions of load and time that may be fixed by the Licensee from time to time.
- (5) The supply of electrical energy under this Agreement is liable to be restricted, staggered or cut off altogether, as the case may be, if the power position or any other emergency warrants such a course of action. The Licensee reserves the right for periodical shutdown as and when required for the purposes of routing maintenance after giving reasonable intimation to the Consumer.
- (6) 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 stand automatically renewed from year to year thereafter until expressly terminated in writing by either of the parties.

Provided that either party shall be at liberty to terminate this agreement or get the 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 in lieu of one month's notice.

- (7) The Licensee shall not be liable to pay damages/compensation in connection with loss of life or property arising, occurring or resulting from the use of power.
- (8) Where the Consumer is required to obtain a licensee or permit or "No Objection Certificate(NOC) for running his industrial/commercial concern and the Licensee permit is suspended or cancelled, or the validity of the NOC issued by the competent authority has expired, the Licensee shall have the right to discontinue power supply during the period when the licensee or permit is cancelled or suspended or the validity of the NOC issued by the competent authority has expired.
- (9) **METERS:** The energy supplied shall be measured and registered by a meter or meters in or upon the said premises to be provided. Fixed and kept in proper order. The procedure for billing when the meter is stopped/defective, lost, stolen or inaccurate shall be regulated as per the relevant provisions of the Act and the Regulations framed.
- (10) **SECURITY DEPOSIT:** The Consumer on a request made by the Licensee in this regard, shall renew/enhance or replenish all security deposits in the event of the same becoming exhausted or insufficient.
- (11) **TARIFF AND PAYMENT OF ELECTRICITY CHARGES:** From the date this Agreement comes into force, the Consumer shall be bound by, and shall pay the Licensee, fixed charges, energy charges, rentals if any and additional security deposit in accordance with the charges and tariffs approved by the Commission from time to time for the appropriate class of Consumers. The Consumer shall pay the Licensee the tax and levies as determined by the State Government from time to time. In case even after disconnection, if the dues remains unpaid, then the Licensee shall be entitled to take recourse to the provisions stipulated in the Regulations and other laws for the time being in force to recover the arrears.
- (12) **DISCONNECTION FOR ARREARS AND RECONNECTION:** In case the Consumer fails to pay the periodic bill and due charges within the due date, the Licensee shall be entitled to cut off the supply after giving due notice as provided in the Act and RERC Regulations and power supply be restored only on payment of all arrears including interest and re-connection charges as stipulated from time to time.
- (13) **CONTINUITY OF POWER SUPPLY:** The Licensee shall take all reasonable precautions to ensure continuity of supply of power to the Consumer at the point of commencement of supply. However, the Licensee shall not be liable to the Consumer for any loss due to the interruption in the supply of power by reason of damage to the equipment of the Licensee during war, mutiny, riot, strike or by earth quake, hurricane, tempest or any accident or any accident or courses beyond the control of the Licensee.
- (14) **ENTERY INTO CONSUMER'S PREMISES:** The Licensee shall have access to the premises of the Consumer at all reasonable times without notice for meter reading, inspection, testing and/or for any other purpose incidental to, or access to the premises at any

time for inspection, if there is any reason to suspect breach of the provisions of this Agreement, the Act and the RERC Regulations, if the Consumer, his agent, employees or anyone else purporting to act on his behalf attempts to obstruct or impede the Licensee or its employees or authorized person in this regard, the Licensee shall be entitled to cut off power supply besides taking any other action in accordance with law.

(15) **ASSIGNMENTS OR TRANSFER OF THE BENEFIT OF THIS AGREEMENT BY THE CONSUMER:**
The Consumer shall not, without the previous consent in writing of the Licensee, assign, transfer or part with the benefit of this Agreement and shall not in any manner part with, or create any partial/separate interest in it.

(16) **APPLICATION OF THE PROVISIONS OF THE ACT AND THE RERC REGULATIONS:** In all matters not herein specifically provided for, the provisions of the Act, the RERC REGULATIONS and other laws for the time being in force shall apply.

(17) **SAVING CLAUSE:** Nothing contained in this Agreement or any amendment thereof shall restrict any rights and obligations which the Licensee or the Consumer has derived under any legislation relating to supply and consumption of electricity enacted during the period of this Agreement.

(18) If the consumer opts for open access then the contract for open access shall be governed by relevant regulations.

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

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

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

JODHPUR VIDYUT VITRAN NIGAM LIMITED

Requisition for Re- connection

The Assistant Engineer ()
Jodhpur 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))

Annexure-7

The State Government vide its notification No. F.15(4) Energy/2003 dated 28-02-04 and amendment issued vide Notification No.F.15(4) Energy/ 2003/ Part dated 03.06.2015 had prescribed the following rates for compounding:

Category/Nature of Service	Rate at which the sum of money for compounding is to be collected
1. Industrial Service :	
a) Small Industrial Service	Rs.2,000.00 per HP of sanctioned connected load/connected load, whichever is higher.
b) Medium Industrial Service	Rs.3,000.00 per HP of sanctioned connected load/connected load or Rs.3,000.00 per KVA of sanctioned contract demand/ maximum demand during the month, whichever is higher, as the case may be.
c) Large Industrial Service	Rs.3,500.00 per KVA of sanctioned contract demand/maximum demand during the month, whichever is higher.
2. Non-domestic Service	Rs.3,000.00 per KW of sanctioned connected load/connected load, Whichever is higher or Rs.3,000.00 per KVA of sanctioned contract demand/maximum demand during the month, whichever is higher, as the case may be, subject to a minimum of Rs.3,000.00
3. Agriculture Service	Rs.1,000.00 per HP in case of load is upto 10 HP and Rs. 10,000/- plus Rs. 500/- per HP of load in excess of 10 HP, if load is more than 10 HP. Explanation: "Load" means connected or sanctioned load whichever is higher.
4. Other Service	
a) Domestic	Rs.2,000.00 per KW of sanctioned connected load/connected load, Whichever is higher, subject to a minimum of Rs.2000.00.
b) Bulk Supply for Mixed Load	Rs.3000.00 per KW of sanctioned connected load/connected load, whichever is higher or Rs.3000.00 per KVA of sanctioned contract demand/maximum demand during the month, whichever is higher, as the case may be.